



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG



PURCHASING CONSORTIUM
SOUTHERN AFRICA NPC

ISO 9001:2008 certified company

University of the Witwatersrand, Johannesburg

Request for Information (RFP)
Central Print Unit CPU/2018/01

PROVISION OF CENTRAL PRINTING UNITS FOR THE PRODUCTION OF MONO AND COLOUR
PRINTING

PROCUREMENT DOCUMENT

February 2018

Issued by: Services Department- Central Print Unit (CPU)
Director: Services

University of the Witwatersrand, Johannesburg

Name of RFP: PROVISION OF CENTRAL PRINTING UNITS FOR THE PRODUCTION OF MONO AND
COLOUR PRINTING

Name of Company :

Tenderers to select their option/s:

No	Tendering for:	Tick Applicable Option
Option 1	Tendering only for 3 x Monochrome Production Printers	
Option 2	Tendering only for 1 x Colour Production Printer	
Option 3	Tendering for both 3 x Monochrome Production Printer and 1 x Colour Production Printer	



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T1.1 RFP Notice and Invitation to RFP

Overview of the University

The University of the Witwatersrand, Johannesburg (the **University** or the **Purchaser**) is a leading university in Africa, as reflected by its international standing and the quality of its graduates, many of whom have played a major role in founding industries in South Africa, including sectors such as mining, financial services and information technology. The University prepares students for managerial, professional and leadership positions in the public, private and non-governmental sectors. The *University* has more than 30000 students and approximately 6500 staff and is one of the biggest sources of skills in Africa.

Invitation to RFP

The Central Print Unit of the University of the Witwatersrand, Johannesburg in collaboration with Purchasing Consortium of Southern Africa (PURCO SA) invites tenderers to supply, install and maintain high quality Central Print Units for the production of mono and colour documents, which will incorporate bulk printing of high-quality, monochrome and colour printing and photocopying capabilities, over a 5 -year period.

RFP Background

CPU is an internal support division of the University's Services Department. CPU provides an in-sourced production and specialised printing service to faculties, schools and internal departments. In order to maintain the University's professional image, it is essential that CPU complies with best market standards and hosts the latest technology and infrastructure to provide its clients with optimal quality, cost and turnaround times. The University's requirement for high volume mono and colour printing, which includes, course packs, stationary, quality bulk printing, and more, has grown beyond CPU's current offset and digital capacity. CPU therefore seeks to increase the digital capacity to ensure that the University's demand is met.

The successful supplier shall provide Production (Bulk Printing) type hardware and software as per the requirements specified within Annexure1- Scope of Work. The University intention is to procure three (3) monochrome printers and one (1) colour printer. The period of hire will be for a period of 60 months but the commencement date for Mono and colour will be advised separately.

The scope of this tender, which is more fully described in these tender documents, includes:

- Provision of mono and colour digital production press equipment on-site which will provide for high quality, secure printing and combine offset, photocopy, scanning, and printing activities.
- On-site hardware support and preventative maintenance of these devices.
- Equipment to be installed within CPU and maintained by the successful supplier, and charged for on a "rent-to-purchase" basis as follows:
 - A fixed leasing fee will apply for 5 years, and includes the base machine cost, installation, overheads, delivery and margin.
 - A monthly-accumulated price per image or "click cost" over the 5-year period, which includes consumables such as toner, spares (drum, etc), maintenance labour cost and associated margin.
 - At the end of the 5 year period, the installed units will be owned by the Purchaser and maintained via ongoing click cost.

RFP : Eligibility Criteria

The Respondent should only submit a response if the following essential eligibility criteria are met. Failure to do so will result in disqualification. Tenderers are urged to study the information provided in detail before responding to the Request for Information. It is of utmost importance that information and conditions set out in this specification and schedules and annexures be completed and submitted in the indicated format and order. Should the information not be submitted in the required format, the University reserves the right not to assess the tender received and to disqualify such tenders.

Preferences are offered to Service Providers that are Broad Based Black Empowerment Contributors. Only Service Providers who satisfy the following Eligibility Criteria and those set out in the RFP Notice and Invitation to RFP section of the RFP Documents should submit RFPs. The Service Provider must:

- submit all of the information required in the below Schedules
- submit a signed submission by an authorized employee of the company
- submit audited company financial results for the immediately preceding 3 financial years, prepared in accordance with International Financial Reporting Standards (IFRS)
- submit company and tax certificates including:
 - South African registration documents if a registered company (CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
- provide a current tax clearance certificate for RFPs issued by the South African Revenue Services
- be a registered South African entity
- provide a Letter of Good Standing from its bankers (see Returnable documents below)
- Proof from Original Equipment Manufacturer (OEM) and Reseller and Support Accreditation if the respondent is not the OEM
- Provide at minimum three recent references where similar scale and complexity were provided. At least one client reference must not be older than three (3) years. Reference should indicate where the tenderer supplied the equipment and provided support thereof to their Client. This contract must provide proof where each proposed device has the capability of producing an estimate of 4 million A4 copies / per annum.
- Tenderer must have an operational Service Desk- 24/7
- Tenderers MUST complete as per their selected option/s (Annexure 2A and/or Annexure 2B) of which the tenderer must achieve the minimum mandatory threshold of 80% for their selected option/s based on their responses to Annexure 2A and/or Annexure 2B (Minimum Technical Requirements).

Queries relating to the issue of these documents may be addressed via email:
meshal,moonsamy@purcosa.co.za

A compulsory clarification meeting with representatives of the Purchaser will take place on **Friday, 23/02/2018 starting at 12h30hrs** at the offices of Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510)
(refer <http://www.wits.ac.za/maps/braamfontein-campus-west>)

The **closing time** for receipt of RFP is on **Friday, 09/03/2018 at 12:00 hrs.**

Shortlisted Service Providers will be subjected to a physical site visit at their client service centre/client reference site that is located within Gauteng. A formal communication will be emailed to shortlisted Service Providers notifying on the proposed date and time for Site Evaluation.

The *University* reserves its right to award this RFP in full, in parts or not at all and call for new RFPs in the event of unsatisfactory reply to this RFP invitation.

The conditions of RFP, RFP instructions, eligibility criteria, detail regarding the compulsory briefing meeting and detail regarding the shortlisted RFP site evaluation are stated in the RFP Data of the RFP Invitation Documents.

Intent to Respond to RFP

Note: Prior to the submission of any of the below listed Returnable documents and schedules in the RFP Data, the Service Provider must submit to the *Purchaser's* agent (whose details are in F.1.4 below), in a single email, the following by the time indicated in F.2.15 of the RFP Data below:

- the Service Provider written statement of intention to offer to RFP



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T1.2 RFP Data

Standard Conditions of RFP

The standard conditions of RFP are the Standard Conditions of RFP as contained in Annex F of the CIDB Standard for Uniformity in Construction Procurement (July 2015). (See <http://www.cidb.org.za/procurement/Pages/Procurement-Prescripts.aspx>).

The Standard Conditions of RFP make several references to the RFP Data for details that apply specifically to this RFP. The RFP Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standard Conditions of RFP.

Each item of data given below is cross-referenced to the clause in the Standard Conditions of RFP to which it mainly applies.

Clause number	RFP Data
F.1.1	Each occurrence of “the employer” is replaced with “the <i>Purchaser</i> ”. The <i>Purchaser</i> is the University of the Witwatersrand, Johannesburg, acting through the Services Management Department. “The <i>Purchaser</i> ” and “the <i>University</i> ” have the same meaning and are interchangeably used throughout this RFP invitation.
F.1.2	The RFP Documents issued by the <i>Purchaser</i> comprise the documents listed in the above Table of Contents.
F.1.2	All RFP offers and any accompanying documentation become the property of the <i>University</i> and will not be returned.
F.1.3.2	The returnable schedules so specified in section T.2.2 and the following terms will be included in any contract arising from the invitation to RFP and the RFP offer.
F.1.4	All emails are to be addressed to meshal.moonsamy@purcosa.co.za
F.1.5.1	This provision applies equally to the University. In addition, the <i>Purchaser</i> reserves the right at any time to: <ul style="list-style-type: none"> • request further information should the RFP offer yield insufficient detail and Service Provider differentiation, • contact any Service Provider during the evaluation process, in order to clarify any information, without informing any other Service Provider. • award portions of the RFP to more than one Supplier, • award this RFP in full, in parts or not at all and call for new RFPs in the event of unsatisfactory reply to this RFP invitation, • withdraw, defer, suspend or reissue the RFP in whole or in part at any time,

	<ul style="list-style-type: none"> share all information and findings with any other higher education entities worldwide, provided such information has not been marked as confidential, for benchmarking purposes, and audit the awarded contract/s from time to time. 						
F.1.5.2	This clause does not apply.						
F.1.6.1	A contract, substantially in the form contained in Part C1 and C2, and subject to F.3.13 and F.3.14, will be concluded with the successful Service Provider. You are advised to review the contract terms very carefully as the University may at its option accept only minor changes.						
F.1.6.2	This clause does not apply.						
F.2.1	Only those Service Providers who satisfy the Eligibility Criteria set out in RFP Notice and Invitation to RFP above are eligible to submit RFPs.						
F.2.1	The Service Provider may partner with its business partner or subcontractor in its response to this RFP. However, all applicable information that is required about the Service Provider should be supplied for the business partner or subcontractor as well.						
F.2.7	Compulsory clarification meetings will be held at the times and places set out in F.2.15. Service Providers must sign the attendance register in the name of the Service Provider entity at the meeting. Any addenda will be issued to and RFPs will be received only from those entities appearing on the attendance register.						
F.2.7	Compulsory site visits will be conducted at the times and places set out in F.2.15. Service Providers must sign the attendance list in the name of the Service Provider entity at the site visit.						
F.2.11	An item against which no rate or price is entered by the Service Provider shall be considered to be covered by other rates or prices detailed in the RFP offer.						
F.2.13.2	All documents submitted by the Service Provider must be compiled in the order (and corresponding to the headings) set out in the Table of Contents above and all pages numbered within each section. Failure to comply with this requirement may disqualify the Service Provider.						
F.2.13.3	The Service Provider must submit 2 original printed copies of their RFP offer together with an electronic copy on removable media to the address set out in F.2.15. The printed copies and the electronic copy must contain exactly the same information. The number of paper copies of the signed contract to be provided by the University is two.						
F.2.13.4	An officer or director of the Service Provider who is legally authorized by the Service Provider to enter into a binding agreement must sign the RFP offer. A list of the person(s) authorized to negotiate on the Service Provider behalf must be submitted with the RFP offer. The Service Provider will nominate one representative to act as its single point of contact for all dealings with the Purchaser.						
F.2.13.5	The <i>Purchaser's</i> details and address for delivery of RFP offers and identification details that are to be shown on each RFP offer package are: <table border="1" data-bbox="284 1637 1457 1955"> <tr> <td>Identification details:</td> <td>RFP reference number, Title of RFP and the closing date and time of the RFP</td> </tr> <tr> <td>RFP Box Location:</td> <td>Foyer of the Procurement Services Offices (Attention: Meshal Moonsamy/Charmaine Layton)</td> </tr> <tr> <td>Physical address:</td> <td>Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: https://www.wits.ac.za/maps/braamfontein-campus-west/)</td> </tr> </table>	Identification details:	RFP reference number, Title of RFP and the closing date and time of the RFP	RFP Box Location:	Foyer of the Procurement Services Offices (Attention: Meshal Moonsamy/Charmaine Layton)	Physical address:	Procurement Services, Facilities and Services Building, West Campus, Braamfontein, University of the Witwatersrand, Johannesburg (Tel 011-717-1510) (refer map at: https://www.wits.ac.za/maps/braamfontein-campus-west/)
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F.2.13.9	Telephonic, facsimile or e-mailed RFP offers will not be accepted.						
F.2.15	The closing time for receipt of RFP offers is 12:00 hrs on 9/3/2018. (RFP Offers submitted after this time will NOT BE ACCEPTED)						

		Date	Time	Venue / Site
	Invitation to RFP notice release & publication (RFP):	16/02/2018		
	Publication of RFP available on WITS website	19/02/2018		
	<i>Service Provider notice of intent to respond & make an offer</i>	21/02/2018	12:00	
	Compulsory clarification meeting ¹	23/02/2018	12:30	
	Compulsory visits to <i>University</i> site/s ¹	23/02/2018	Immediately after Clarity Session	
	RFP Offer submission (response closing time)	09/03/2018	12:00	
	Intended Short-listed Site Visits ²	22/3/2018	TBC	
	Intended award date	TBC		
	Intended contract conclusion	TBC		
	¹ Service Providers visits to <i>University's</i> venue/s and site/s will be arranged beginning at 10:00 ² <i>University's</i> visits to Service Providers sites are optional at the <i>University's</i> discretion Note that the dates in this clause F.2.15 are fixed, unless the <i>Purchaser</i> , which reserves its right to do so, alters any of these dates at any time as it deems necessary.			
F.2.16	The RFP offer validity period is for 120 days from the award time specified in F.2.15.			
F.2.22 F.2.23	All returnable documents, certificates and schedules must be current and valid and returned with the Service Provider's offer submission by the closing time indicated above.			
F.3.1.1	The <i>Purchaser</i> will respond to requests for clarification received up to 3 working days before the RFP closing time. Queries should be by email only to the University representative named above. Additional information supplied to any Service Provider may be provided to other Service Providers via e-mail.			
F.3.2	The University may issue addenda until 3 working days before the RFP closing time.			
F.3.3	RFP offers submitted after the closing time in F.2.15 will be rejected, as will any RFP submission that is received by any staff member of the University after the closing time. All such rejected submissions will remain unopened - (unless already open, or it is necessary to open to obtain Service Provider details), and should be retrieved by the Service Provider within 7 days of the closing time, failing which it will be destroyed.			
F.3.4	Submissions are opened in the presence of the <i>Purchaser's</i> RFP evaluation committee members only.			
F.3.8	Service Providers will be disqualified without the opportunity to make their RFP offer responsive if: <ul style="list-style-type: none"> • it is submitted after the closing time specified in F.2.15, • it is delivered to individuals other than Procurement personnel at the address in F.2.13.5, • it is not submitted in duplicate and/or does not include a softcopy, • it is not signed by an signatory as required in F.2.13.4, • proof of indicated insurance policies and their values are not provided, • the compulsory Returnable documents and schedules are not provided or not completed in full, • they fail to comply with the requested specifications, services and service levels, or • any compulsory requirements as indicated are not complied with. A RFP offer may be declared unresponsive and rejected if: <ul style="list-style-type: none"> • it contains any erasure, alteration, text addition or irregularity other than that as requested, • it is considered unbalanced, or does not include the required information necessary for proper comparison and evaluation, • it is incomplete or invalid documents are submitted, 			

	<ul style="list-style-type: none"> • it does not follow the required sequence of documents and schedules listed in the Table of Contents, • it is not submitted on the forms provided or forms are not completed, • any “must” condition is not met, or • the <i>Purchaser</i> reasonably deems it fit to do so for any other cause.
F.3.10	The <i>Purchaser</i> may require short-listed Service Providers to make presentations to <i>University</i> management on the date and at the place in F.2.15 of the RFP Data. These are designed to give Service Providers the opportunity to present their solution and have a question and answer clarifying session.
F.3.11.2 to F.3.11.9 inclusive	<p>These clauses are replaced with the following: The <i>Purchaser</i> will apply a unique set of evaluation criteria to the RFP offer including:</p> <ul style="list-style-type: none"> • Service Provider experience and financial condition, reputation and competence in the provision of the goods and/or services that the Service Provider is offering to provide, • the qualification, experience and ability of the Service Provider’s staff expected to be assigned to the project, • the degree to which the proposed solution addresses the <i>Purchaser’s</i> requirements (fitness for purpose, business, technical, functionality, financial, quality, preference, etc), including the effectiveness of implementation, and the reliability and quality of the goods and services, • the ability of the Service Provider to minimize the <i>Purchaser’s</i> business risks in ensuring business continuity, and • additional differentiators that Service Provider shows are advantages over other similar suppliers.
F.3.15	This clause does not apply.
F.3.18	Notwithstanding the provisions of clause F.3.18, the <i>Purchaser</i> shall provide upon written request only the outcomes of RFP process.
F.3.19	This clause does not apply.

By signing below, the Service Provider agrees with all of the conditions, statements and terms of this RFP.

Authorised Signature of Service Provider		
Name of signing person		
Capacity		
Date		
Telephone Number & Fax Number		
Cell Number		
Name of Service Provider [company name]		
Postal address (in block letters)		
Full street address (Domicilium citandi et executandi in the RSA)		



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T.2.1 List of returnable schedules

Returnable schedules required for RFP evaluation purposes

The Service Provider's offer must be composed according to, and in the sequence of the below list of required documents. The Service Provider must submit all of the following returnable schedules.

Only Service Providers who satisfy the indicated Eligibility Criteria and those set out in the RFP Notice and Invitation to RFP section of the RFP Documents should submit RFPs. Eligibility criteria is indicated in T1.1 of this RFP document.

Section 1 Refer to the Eligibility Criteria in section T1

Section 2

Schedule A: Company Profile and Information

1. Description & brief history of Service Provider's company
2. Local organogram, including corporate and support structure
3. Company financial results (including last 3 financial years' audited financial results or statements prepared in accordance with International Financial Reporting Standards (IFRS) for the preceding financial year and latest integrated annual report (specific website address for report is sufficient)
4. Company and tax certificates including:
 - South African registration documents if a registered company (CIPRO/CIPC registration & directors, VAT registration, Memorandum of Association, Certificate of Incorporation)
 - A valid Tax Clearance Certificate for Service Provider's issued by the South African Revenue Services
5. Letter of Good Standing from Service Provider's bankers which indicates the Service Provider company's financial health and liquidity. This letter must state at minimum about the Service Provider:
 - 5.1.1. Service Provider's registered name and length of time as the bank's client,
 - 5.1.2. The Service Provider's account name and details at the bank,
 - 5.1.3. Service Provider has successfully completed various contracts and conducted accounts at the bank,
 - 5.1.4. Engagements and accounts with the bank have always been properly and satisfactorily conducted,
 - 5.1.5. The bank considers the Service Provider good for its normal contracting commitments, and
 - 5.1.6. The Service Provider has access to lines of credit with the bank, they have the resources to meet their commitments, and that the bank considers the Service Provider a counterparty of good risk and good for business.
6. Have a track -record of implementing similarly successful CPU Contracts.
7. The Tenderer's offer should include:
 - a) A summary of the Tenderer's proposal
 - b) How the Tenderer is able to meet the tender requirements. Include differentiators that Tenderer shows are advantages over other similar suppliers. Include here any relevant information, which is not covered in other sections information that you believe will help to convince the Purchaser of your suitability as a supplier and your ability to add value.

Schedule A2: Service Provider's Insurances

Provide proof that the Tenderer has adequate cover including but not limited to the following insurances:

- Public liability insurance including insurance against liability for death of or bodily injury to employees, agents or representatives of the *Contractor*, as contemplated in the Compensation for Occupational Injuries and Diseases Act, 130 of 1993 or any act succeeding it, arising out of and in the course of their employment in connection with this contract for any one event,
- Insurance against loss or damage to Goods and Equipment for a sum sufficient to provide for their replacement,
- Professional Indemnity Insurance,
- Fidelity insurance
- General and Commercial Liability Insurance. Cover must include defective workmanship, public liability, products and equipment liability, unlimited bodily injury and death, and property damage, and Any other insurance cover that will adequately make provision for any possible losses and/or claims arising from its, employees, agents or representatives' acts and/or omissions on the Employer.

8. Schedule B: Machine Technical Requirements and Specifications

8.1. Detailed requirements and specifications are set out in Annexure 2A and/or Annexure 2B –Technical Requirements, which should be completed in full, including proposed Service Levels (**SLs**). Tenderers are required to indicate, in the spaces provided, compliance or non-compliance with the requirement. Tenderers are to enter one of the following compliance codes in the Comply column of the tables in Annexure 2A and/or 2B.

- **Y = Fully Compliant**
- **N = Not Compliant**
- **A= Tenderer's Alternate Solution (Subjected to WITS evaluation and acceptance)**

Note: Partial Compliance will be seen as Not Compliant with the requirement as stated.

In respect of interfaces with the University's print infrastructure, please specify if your solution is compatible with such infrastructure, including existing finishing devices and software tools. Otherwise, please propose your own complete solution that complies with the required scope. Your solution must also be compatible with subsequent releases of the operating systems and applications that are in use today.

Note: Tenderers MUST complete as per their selected option/s (Annexure 2A and/or Annexure 2B) of which the tenderer must achieve the minimum mandatory threshold of 80% for their selected option/s based on their responses to Annexure 2A and/or Annexure 2B (Minimum Technical Requirements).

8.2. Schedule C: Software Requirements

The Tenderer should provide details of software components that are required for proper machine function and operation and suggest software that will support and provide unique capability for the machines. For each software component, provide the following details:

- software developer's name and brief product history
- date of the most recent release and current version number
- from where the product documentation is available
- from where the product release notes are available
- operating environments that are supported.
- licensing model
- if the software is to be hosted by the Purchaser, outline any other implications and requirements
- indicate if the software:
 - is a once-off purchase or part of the rental cost

- is owned by the University after the rental period
- is upgraded periodically, and if the upgrades are free
- source code will be provided to the University

8.3. Give detail of the workflow associated with any software provided and how performance of the applications can be monitored and verified. Highlight any areas for potential bottlenecks and what can be done to eliminate those bottlenecks.

8.4. The Purchaser may request that the functionality of software and device drivers be proven in the Purchaser's environment prior to contract signature with the successful supplier. Please indicate how you would propose to fulfil this requirement.

9. Schedule D: Project Overview and Plan

Amongst the other stated requirements, the Scope of Work should include the following:

9.1. Objective

The objective of the project is to put in place a five year Managed Central Print Service Solution. The main purpose is to maintain operational efficiency, control costs and provide an enhanced, value for money CPU to University Departments. It is envisaged that the contract will provide up-to-date management information on printing volumes and costs.

9.2. Project Description

The main components of the service will be:

- Provision of appropriate devices to address the required volumes and service levels.
- Management of support and operational services to include proactive replenishment of toner, preventive and reactive maintenance, cleaning of devices, etc.
- A Service Level Agreement to be agreed by both parties emphasis on both quantitative and qualitative metrics. (An example of CPU production process flow follows below)

Detailed requirements are described in **Annexure 1 – Scope of Work**

9.3. Service Level Agreement (SLA) requirements

Full details of the required service level are contained in the tender, Annexure 1 and Annexure 2A/2B .

The Tenderer should provide a problem resolution procedure, where warranted, for high priority calls. This should include escalation to the manufacturer's international support facilities if required. The Tenderer should also provide its call logging and management process including response and resolution times.

The Purchaser retains the option to review the qualifications and suitability of onsite engineers both before and during placement at the University.

The Tenderer must provide accurate reporting information against the Service Levels with particular attention to:

- Monthly/quarterly usage reports by machine
- Trend reports on usage
- Monthly billing amounts to be shown by machine / device
- Downtime
- Performance against agreed SLs
- Regular service summary for all machines
- Regular report on all issues and service calls dealt with
- Regular reports on incident trends
- Customer satisfaction measures to be agreed as part of the contract
- Monthly SLA review meetings will take place at the University

The successful Tenderer should proactively manage the Central Print Service including continuous guidance to the Purchaser on the most efficient and cost-effective use of the machines, as well as initiatives to provide cost reductions and to promote eco-friendly use and awareness.

Specification standards, compliance measurements and associated penalties will form part of the final contract concluded.

9.4. Service Exclusions

While the machines in the CPU facility and their on-going support and maintenance are within the Scope of Work, the operation of the CPU itself is not, as this will be performed by the University.

9.5. Users / Operators

Since the machines will be used by several levels of University staff, with varying degrees of computer literacy, the machines must be simple and easy to use. A full training programme must be conducted, at the successful Supplier's cost, on the use of all the machines and services and University staff will need to be certified by the successful supplier to use such machines and services.

Teams must be trained on all services and machines. Each team should have an operational capability to utilize all software and machines provided.

10. Project Plan for Monochrome Printer

The Tenderer will provide an implementation Project Plan with phased rollout (GANNT chart). It is envisaged that the project would be delivered in phases, the first phase of which will be the delivery and commissioning of the Mono equipment as shown below:

11. Project Plan for Colour Printer

The Tenderer will provide an implementation Project Plan with phased rollout (GANNT chart). It is envisaged that the project would be delivered in phases, the first phase of which will be the delivery and commissioning of the Colour equipment as shown below:

12. The Project Plan for both Mono and Colour should include:

- an implementation which must be complete by 20th May 2018.
- an approach to implementation and project phasing with particular reference to the period of transition from the current solution to the new solution
- the delivery of all proposed technical support and training requirements which should be clearly and comprehensively described
- a graphical representation of the project timeline (e.g. Gantt chart)
- a description of any supplier resources required, their number, role and duration
- a description of the Purchaser's resources required, their number, role and duration
- a description of the input required (if any) from the incumbent supplier
- a risk register and management plan
- a communication plan to include how communications with users and Purchaser technical resources will be managed
- a training and education plan
- a quality plan to include proofing of the solution during the roll-out phase
- a test plan to detailing how the solution will be tested
- a schedule of products that will be supplied
- CVs of the proposed project team and support engineers

RFP Functionality Criteria to be completed by Tenderer

Phase 1 of Functionality: Service Providers to maintain a minimum of 70% threshold for functionality as indicated below:

Option 1: Should the tenderer only select Option 1, the total points allocated for Functionality Score will be out of 100. Tenderer must achieve a minimum of 70% threshold for functionality in order to be considered for the next phase (Presentation).

Option 2 Should the tenderer only select Option 2, the total points allocated for Functionality Score will be out of 100. Tenderer must achieve a minimum of 70% threshold for functionality in order to be considered for the next phase (Presentation).

Option 3 Should the tenderer's select Option 3 the total points allocated for Functionality Score will be out of 120 and tenderer must achieve a minimum of 70% threshold for functionality in order to be considered for the next phase (Presentation).

The process will result in finalising the shortlisted Service Providers that will be considered for Presentation and only those who meet the final threshold 80 % for Presentation will be considered further incorporating Functionality, Presentation, Price and B-BBEE.

Functionality Criteria	Weights
1. Track Record and Experience (Complete Schedule E)	Maximum 10 Points
The tenderer must provide at least three (3) references for Print rooms where a similar contract for bulk printing is being deployed and utilizes the tenderer's equipment. At least one client reference must provide where per device has the capability of producing an estimate of 4 million A4 copies / per annum. Note the diversity of your client base will be considered.	
1.1. Three (3) Confirmed acceptable reference sites provided = 10 points	
1.2. Two (2) Confirmed acceptable reference sites provided = 7 points	
1.3. One (1) Confirmed acceptable reference site provided = 5 points	
2. Technical Service Level Capability: Technician Standard Response and Repair Time (Attach Proof to Schedule F)	Maximum 10 Points
2.1. Turnaround time within 24 hours = 10 points	
2.2. Turnaround time > 24hours but within 48 hours = 7 points	
2.3. Turnaround time >more than 48 hours = 5 points	
3. Service Level Capability: Turnaround time for spares (Attach Proof to Schedule G)	Maximum 10 Points
3.1. Turnaround time for spares within 24 hours = 10 points	
3.2. Turnaround time for spares > 24 hours but within 48 hours = 7 points	
3.3. Turnaround time for spares not more than 48 hours = 5 points	
4. Comprehensive Project Plan of Initial delivery and lead times for supply and installation of devices from date of award. (Attach Proof to Schedule H)	Maximum 10 Points
4.1. Delivery lead times within 2 weeks = 10 points	
4.2. Delivery lead times between 3 –4 weeks = 8 points	
4.3. Delivery lead times between 5– 6 weeks = 6 points	
4.4. Delivery lead times between 7– 8 weeks = 4 points	
4.5. Delivery lead times between 9– 11 weeks = 2 points	
4.6. Delivery lead times ≥12 weeks = 0 points	

5. Machine Technical Specifications	
5.1. Attached propose CPU Brochure & Print Samples for Monochrome and Colour (Attach Proof to Schedule I)	Maximum 5 Points
<ul style="list-style-type: none"> ▪ Is this device new and unused = 2.5 point ▪ Is this a current model in your product range. (The product launch should not be older than 5 years) = 2.5 point 	
5.2. NB. Scoring for tenderers that selected only Option 1 or Option 2 Compliances to Specification and Capability = 20 Points (Tenderers to complete Annexure 2A or Annexure 2B)	Maximum 20 Points (Option 1 or Option 2)
<ul style="list-style-type: none"> ▪ 100% full User Compliance & Acceptance as Per Annexure 2A or Annexure 2B = 20 points ▪ A minimum threshold of 80% but less than 99% User Compliance & Acceptance as Per Annexure 2A or Annexure 2B = 16 points 	
5.3. NB. Scoring for tenderers that selected Option 3 Compliances to Specification and Capability = 40 Points (Tenderers to complete Annexure 2A and Annexure 2B)	Maximum 40 Points (Option 3)
<ul style="list-style-type: none"> ▪ 100% full User Compliance & Acceptance as Per Annexure 2A = 20 points ▪ 100% full User Compliance & Acceptance as Per Annexure 2B = 20 points ▪ A minimum threshold of 80% but less than 99% User Compliance & Acceptance as Per Annexure 2A = 16 points ▪ A minimum threshold of 80% but less than 99% User Compliance & Acceptance as Per Annexure 2B = 16 points 	
6. Tenderers Service and Support Centre (Attach Proof to Schedule J)	Maximum 5 Points
6.1. Service & Operating Centre located in Gauteng Province (within 100km radius from WITS) = 5 points	
7. Skills/Competency of Dedicated Account Manager (Attach Proof to Schedule K)	Maximum 5 Points
Attach CV and Qualification of Account Manager/Sales Representative/Relationship Manager. Proof of experience in bulk printing environment	
7.1. ≥ three (3) years' experience = 5 points	
7.2. ≤ two (2) years' experience = 2.5 points	
8. Access to Support and After Hour Service (Attach Proof to Schedule L)	Maximum 5 Points
8.1. Tenderer's Operational Service Desk- 24/7 = 2.5 points	
8.2. Attach Proof of Quality Certification/ ISO Accreditation / Information Technology Infrastructure Library (ITIL) or any other relevant quality certification = 2.5 points	
9. Training of CPU Staff - At No Cost. (Attach Proof to Schedule M)	Maximum 5 Points
9.1. Provide evidence for support personnel are adequately trained to support repairs and maintenance of the provided equipment (Training plan etc.) = 2.5 points	
9.2. Train WITS Staff on low priority faults (Such as Paper Jams)= 2.5 points	
10. Risk/Assumptions/Dependencies/Exclusions (Attach Proof to Schedule N)	Maximum 10 Points
10.1. Deployment of work to tenderers secured site or provide facility to enable business continuity. (When there is operational disruption ,WITS may be required to use tenderers secured site) = 8 points	
10.2. Standard Procedures for Security Protocol = 2 points	

11. Environmental (Attach Proof to Schedule O)	Maximum 5 Points
11.1. Attach device enviro-friendly features for: 11.1.1. Warm up time from totally off and sleep mode = 1 point 11.1.2. Power consumption running = 1 point 11.1.3. Power consumption stand by and sleep (Watts) = 1 11.1.4. Energy star compliance = 2 point	
Total Points for functionality (Option 1 or Option 2)	100 Points
Total Points for functionality (Option 3)	120 Points

Schedule E: Customer References and Experience of Service Provider. Tenderer to indicate which service is being tendered for and provide the references accordingly.

- The Tenderer will provide a list (minimum 3) of reference sites in Gauteng where they have provided, and continue to provide, a service of a broadly similar nature as is being requested in this tender for a period longer than 2 years. The reference sites should have similar or greater printing capacity and complexity to that of the University
- If, in the Purchaser’s opinion, the reference customers do not meet the Purchaser’s requirements, additional references will be requested, and visits to the reference sites will be required. Interviews at reference sites will be confidential.
- Service Providers may be required to demonstrate their capacity and capability. Such demonstrations should, as far as practicable, simulate the solution in the Purchaser’s environment.
- The following is a statement of similar work successfully completed by ourselves over the last two years (use a separate page if necessary):

Company Name (Reference Site of Print Room where Tenderer Equipment is being utilised)	Senior Manager /Director’s Contact person name and contact number	Contact person email address	Confirm Reference Provided is a Production Print Room that uses your equipment	Value of Contract	Duration of Contract
1.					
2.					
3.					

Signed

Date

Name

Position

*Service
Provider*

Section 2: Pricing Schedule

Detailed equipment descriptions with associated pricing are set out in the attached pricing template in **Annexure 3** which should be completed in full.

Provide a total cost of the solution over a five year period, clearly showing the component costs of:

- Click cost for a black print produced for A4 & A3
- Click cost for a colour print produced for A4 & A3
- Cost of dry ink (CMYK) per cartridge / unit (5th colour is optional)
- Inclusive of software license costs
- Inclusive of software upgrade costs
- Any other costs.

Prices should be in Rands and inclusive of VAT. The pricing is a fixed Rand price and it is the tenderer's responsibility to ensure that currency fluctuations have been catered for via appropriate measures.

Pricing must be provided for a period of 60 months on the basis of a price per image or "**click cost**". The projected volumes are as set out below and must be used as the basis for the click cost pricing. Note: there is no guarantee on minimum volumes for this contract.

The pricing proposal should be accompanied by a detailed schedule of what is excluded from the pricing proposal and items the Tenderer assumes the University will provide e.g. any resources, consumables, additional computer hardware etc.

Estimated Volumes

Note current annual volumes for 2 mono printers are 6 561 398 monochrome and 1 047 918 colour A4 images.

Estimated Volumes to be used are in Annexure 3

Price Increases

Where applicable and provided the relevant supporting documentation is supplied, annual inflation related price adjustments based on change in the South African Consumer Price Index (CPI)..

Cost Savings

The Purchaser expects the Tenderer to be an active partner in generating ideas to reduce costs (including total cost of ownership) beyond only price reductions. Alternative cost reduction methods should be included in Pricing proposal.

PURCO SA Service Fee

The Service Provider will provide for a 2% (two percent) service fee which is calculated on the total value of each monthly invoice issued by the Service Provider to the University for the provision of the Services (including any Additional Services and or goods).

The Service Provider will send copies of its monthly invoice and statement to both PURCO SA and the University. Upon receipt of the Service Provider's invoice, PURCO SA will invoice the Service Provider the 2% (two percent) service fee which is payable to PURCO SA by the Service Provider within 30 days of PURCO SA's invoice date

Section 3: Preference Documents

- Valid SANAS approved BBBEE certificate (Verification certificate from a verification agency accredited by SANAS and recognized as an Accredited B-BBEE Verification Agency - (see http://home.sanas.co.za/?page_id=1021)
- Attach a written declaration on company letterhead, which has been duly signed by the Supplier's authorised signatory, with the following content:
 - I/we declare that the <<Supplier Name>> enterprise is a Level contributor as at the closing date of this RFP and our financial year ends on

Annexure 7: Access to the University Precincts

These terms, provided by the University in Annexure 7, will govern the Service Provider's access to and where and how the works, goods and services on the University's precincts are delivered / performed.



UNIVERSITY OF THE
WITWATERSRAND,
JOHANNESBURG

University of the Witwatersrand, Johannesburg

CPU/2018/01

**PROVISION OF CENTRAL PRINTING UNITS FOR THE
PRODUCTION OF MONO AND COLOUR PRINTING**

Part C1: Main Contract Terms and Conditions

The University's Contract will be available by Friday the 23rd February 2018 and can be downloaded from the 26th February 2018 from the University's web site.

NB. The terms and conditions and contract information contained in this document are not intended (and should not be taken) to be contractually binding unless and until they become the subject of separate, specific agreement between the University and any Tenderer/Supplier. This RFP invitation and the Tenderer's proposal are not to be construed as an offer capable of acceptance.

Part C2: Annexures (refer Annexures listed in the Table of Contents above)