



**TERMS OF REFERENCE**  
**Procurement of 2 Multipurpose Printers (Shared  
Printing)**  
**AGRÉMENT SOUTH AFRICA**

<b>RFQ Number</b>	<b>ASA 11/03/2022</b>
<b>Advert Date</b>	<b>22 March 2022</b>
<b>Bid Closing date &amp; Time</b>	<b>05 April 2022 12:00pm</b>
<b>Submissions</b>	<a href="mailto:Dmamaregane@agrement.co.za">Dmamaregane@agrement.co.za</a>

**1. TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**

Lwando Mlonzi

[Lmlonzi@agrement.co.za](mailto:Lmlonzi@agrement.co.za)

063 792 6961

**2. SUPPLY CHAIN MANAGEMENT ENQUIRIES MAY BE DIRECTED TO:**

Daniel Mamaregane

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063 792 8969

### 3.BACKGROUND

Agrément South Africa was established by a Ministerial delegation of Authority in 1969. Since its inception, it has been administered by and housed at the Council for Scientific and Industrial Research (CSIR). The National Department of Public Works and Infrastructure (NDPW&I) has effectively managed the process of creating Agrément South Africa as a juristic person. The Agrément South Africa Bill was tabled before the National Council of Provinces and the National Assembly in Parliament and passed. The Agrément South Africa Act was accented to by the Honourable President of the Republic of South Africa as Act No. 11 of 2015. Agrément South Africa is an independent public entity for the technical assessment and certification of fitness-for-purpose of innovative building and construction products or systems.

The main objects of Agrément South Africa are:

- To provide assurance of fitness-for-purpose of non-standard construction related products and systems to specifiers and users.
- To support and promote the process of integrated socio-economic development in the Republic as it relates to the construction industry.
- To support and promote the introduction and use of certified non-standardised construction related products or systems in the local or international market.
- To support policy makers in minimizing the risk associated with the use of non-standard construction related product or system; and
- To be an impartial and internationally acknowledged South African centre for assessment and confirmation of fitness-for-purpose of non-standard construction related products or systems.

### 4.INVITATION FOR PROPOSALS

Agrément South Africa extends a call for the submission of proposals from suitable service providers with suitable skills and experience to provide an integrated printing solution which must include the acquisition of hardware; printing management software; warranty on hardware with break fix and spares; managed services and provision of consumables for Agrément South Africa.

The suitable service provider is expected to make proposals as follows:

## 5. SCOPE OF WORK

Supply, delivery, installation and configuration of 2 shared printers for ASA.

Printers must have 3 year standard warranty from manufacturer.

The Service Provider must ensure that whenever a hardware is taken for repair purposes, there is a loan printer that would be provided.

Certified and signed manufacturers specification sheet per model including duty cycle must be included.

Proof of product release date must be included; and all the proposed models must be the most current available by the manufacturer.

The manufacturer must provide assurance that the models will be in service and fully supported for a minimum of 5 years.

Repairs to the hardware including spares for the entire duration of Contract.

Delivery of service should be within 24 hours of receiving replacement request.

Supply and install secure release printing software which allows only registered users to print, copy, scan and fax their documents.

Mandatory authentication via PIN, ID Card, username and password.

End-to-end file encryption for secure transmission of print jobs to the server.

Provide usage listing i.e. number of pages printed, copied and faxed, colour usage and cost/amount.

Printers must have the capability to provide warnings for low cartridge at local level.

The service provider must ensure that the cartridges/toners are replaced timeously and also arrange for the collection and distribution of cartridges/toners.

Provide and install the consumables within 24 hours of receiving alert.

No refill(s) will be acceptable, only originals from OEM.

The service provider must ensure that all waste is properly disposed and recycled as per OEM recycle program.

The service provider must provide training and manuals on the management and use of the solution to ASA's IT officials.

## 6. DELIVERABLES/EXPECTED OUTPUTS

The service provider is expected to provide a complete solution within 1 years of appointment. The service provider must assist us with the Antivirus Solution.

- PoPI Act Compliance for User Consent, Data Security & Privacy.
- Service provider must have proven expertise (at least 3 years experience in terms of company/staff profile) in printer support function, repairs, maintenance, installation and configuration.
- The service provider must deliver printer, installation, configure, be able to repair, maintain/service the purchased printers and; be able to provide consumables and spares.
- The service provider must provide training and manuals on the management and use of the solution to ASA's IT officials.
- Fully functional integrated printing solution
- Managed services for the integrated printing solution
- Print management solution

## 7. QUALIFYING CRITERIA: TECHNICAL AND FUNCTIONALITY

The following values will be applicable when evaluating the bid

5=Very good    3= Good    1= Satisfactory    0= Poor

Functionality Criteria	Description of functionality criteria	Maximum number of tender evaluation process
<b>Methodology</b>	Project Plan with detailed tasks and deliverables in Gannt Chart format  <b>methodology =5</b> <b>no methodology =0</b>	25
<b>Experience:</b>	At least 3 years experience in providing printer services, repairs, maintenance, distribution, installation and configuration.  <b>Less than 3 year =0</b>	25

	<b>3 years and up =5</b> (Proof of experience should be provided)	
<b>Certification</b>	Relevant qualification/certification/training allowing an individual to be a printer technician/perform installation, configuration, maintenance and repairs.  <b>No certification =0</b> <b>Certification=5</b>	25
<b>Technical Support</b>	Relevant experience of the organization in providing printer technical support and qualified technical experts.  <b>No Technical Support Zero</b> <b>Technical Support=5</b>	25
<b>Total evaluation points for quality</b>		<b>100</b>

**Minimum 70 points required to move to the next round**

#### **8. SUBMISSION OF PROPOSALS, without the following you will be automatically disqualified**

- Company Must be registered on National Treasury's Central Supplier Database (CSD). It must be noted that no contract with a service provider will be entered if such service provider is not registered on the CSD,
- Valid B-BBEE Certificate or Sworn affidavit (copy must be certified)
- Completed and Signed Standard Bidding Document SBD 4, SBD 6.1, SBD 8 and SBD 9.
- Signed General Conditions of Contract.
- All proposals will be evaluated by an evaluation team for functionality and price
- PoPI Act Compliance for User Consent, Data Security & Privacy.

#### **9. PRICING**

- **The cost breakdown of the work components must be submitted with the RFQ and project plan.**