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## TERMS OF REFERENCE

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APPOINTMENT OF A SERVICE PROVIDER THAT CAN PROVIDE THE IPP  
OFFICE WITH PRINTERS AND A PRINT MANAGEMENT SOLUTION FOR A  
PERIOD OF 36 MONTHS.

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## **1. INTRODUCTION**

In 2010, the then Department of Energy (DOE), now known as the Department of Electricity and Energy, established the Independent Power Producer Office (IPP Office) in collaboration with National Treasury (NT) and the Development Bank of Southern Africa (DBSA). The IPP Office was created to manage the procurement of new electricity generation capacity in South Africa under the Independent Power Producer Procurement Programme (IPPPP), as guided by Ministerial Determinations issued in terms of the Electricity Regulation Act (ERA) and the Integrated Resource Plan (IRP).

Since its inception, the IPP Office has played a pivotal role in addressing South Africa's energy crisis. As the IPPPP has evolved, so too has the IPP Office's reputation in the market. Given the evolving energy landscape, it is essential to reassess how the IPP Office can further strengthen its position as a world-class, specialised, and high-performing entity in energy procurement.

It is important to note that the IPPO operates as a stand-alone office from its own premises in Building 9, Bylsbridge Office Park, Cnr. Jean & Olievenhoutbosch Avenue, Centurion Bylsbridge Office Park, Centurion. The DBSA supports the operational requirements of the IPPO, therefore, when submitting a tender, it is important to bear in mind that although the services required will be contracted by the DBSA, the Service Level Agreement will be managed by and all services provided directly to the IPP Office on independently from the DBSA.

As part of the DBSA's ongoing support to the DEE in terms of the Memorandum of Agreement (MoA), the DBSA is requested to assist the IPP Office (IPPO) with the appointment of a Printer Service Provider that can provide the IPP Office with printers and a print management solution and other services for a period of 36 months (3 years).

## **2. PURPOSE OF THIS DOCUMENT**

This document serves as the requirement of the IPP Office for the procurement of printers and print management solution for the IPP Office premises.

## **3. PROJECT DESCRIPTION & BACKGROUND**

The IPP Office currently lease Toshiba printers with a Papercut print management solution. The contract is approaching the end of its 3-year lease term and will need to be replaced. The new lease period will be effective **01-March-2026 to 28-February-2029**.

#### **4. PROJECT OBJECTIVES**

IPP invites bids from service providers to supply and install multifunction network printers in terms of an operating lease agreement including the provision of a printer maintenance and support (on a page count cost basis).

The service provider must provide the services regarding the optimization of IPP office's printing environment, maintenance and support of all printing devices, supply of printing consumables (excluding paper), installation and removal of devices, the provision of monthly reporting regarding colour and mono printing and monitoring and reducing unnecessary paper usage and printing costs including a print management solution for secure printing and follow me printing.

The IPPO Is currently located at Building 9, Bylsbridge Office Park, Highveld, Centurion.

#### **5. SCOPE OF WORK**

The IPP Office seeks to appoint a Printer Service Provider to supply the following services to the IPP Office:

- The tender will be open for all brands of multi-functional printers.
- The Service Provider must have Accreditation to install and maintain the proposed solution.
- The maintenance, Service & Support Agreement must include the following
  - All toner
  - Drum warranty
  - Service
  - Spare parts
  - Labour
  - Travelling expenses
  - Customer training

- Low-cost printing
- High response time
- Staples
- Extended warranties on hardware with break fixes and spares
- The Service Provider shall maintain the contracted equipment in good working order.
- The quality and reliability of the equipment shall be maintained throughout the duration of the rental period.
- Training on how to operate the printers should be provided by the successful Service Provider.
- A catalogue/brochure of printer indicating the specifications must be submitted with the bidding document.
- Provide a common print driver to use across IPPO.
- Centralized print management software solution with water mark security protocol, secure print, access control, follow me printing and automated meter readings, paper and toner replacement notifications to IPP Office and vendor for replacement ordering.

**Print Manager software:**

- 2 x Copies of the print management solution is required. One for the IPP Office primary business area and One for the separate Evaluation Center. Each solution will integrate to a separate Active Directory Domain.
- Supply and install secure release follow me printing software which allows only registered users to print their documents on demand at any connected device.
- Mandatory authentication via PIN, ID Card, or username and password
- End-to-end file encryption for secure transmission of print jobs to the server
- Must have the capability to provide warnings for low cartridge at local level. Service provider to ensure that the cartridges are replaced timeously and arrange for the collection and distribution of cartridges.
- Provide and install the consumables within 24 hours of receiving alert. No refill, only originals from OEM.
- Provide training and manuals on the management and use of the solution to IPPO first line support officials.

**Refer below to Minimum Printer Specifications required.**

Type A	Type B
<ul style="list-style-type: none"> <li>• Copy, print, scan;</li> <li>• Duplex printing</li> <li>• A4/A3 Colour and Mono</li> <li>• Tray 1 – A4, Tray 2 - A3, Tray 3 High Volume A4 and MP Tray.</li> <li>• Ethernet Interface Gigabit Lan compatible</li> <li>• Automatic Document Feeder</li> <li>• Bypass Tray</li> <li>• Adobe Postscript</li> <li>• Sorting with stapling, Hole Punch 2 or 4</li> <li>• Automated Page counts report</li> <li>• Card/Pin access control</li> <li>• Ram 1.5 GB or Higher</li> <li>• Latest drivers for all operating Systems</li> <li>• Scheduled Preventative maintenance program</li> <li>• Speed: 35 PPM minimum</li> <li>• Loan Machine Program</li> </ul>	<ul style="list-style-type: none"> <li>• Copy, print, scan</li> <li>• Duplex printing</li> <li>• A4/A3 Colour and Mono</li> <li>• Tray 1 – A4, Tray 2 - A3, Tray 3 High Volume A4 and MP Tray.</li> <li>• Ethernet Interface Gigabit Lan compatible</li> <li>• Automatic Document Feeder</li> <li>• Bypass Tray</li> <li>• Adobe Postscript</li> <li>• Sorting with stapling, Hole Punch 2 or 4</li> <li>• Automated Page counts report</li> <li>• Card/Pin access control</li> <li>• Ram 1.5 GB or Higher</li> <li>• Latest drivers for all operating Systems</li> <li>• Scheduled Preventative maintenance program</li> <li>• Speed: 60PPM minimum</li> <li>• Loan Machine Program</li> </ul>

## 6. SKILLS REQUIREMENTS

The expertise required to successfully implement the projects inter alia are:

- Provide managed printing services which includes providing and installing multifunction printers with print, scan and copy functionalities.
- At least 3 years or more professional experience.

## 7. REQUIREMENTS

### 7.1 TECHNICAL PROPOSAL

Proposals need to clearly state the following information:

- Bidder/s company must have at least five (5) years' experience in supplying printer solutions and printer peripherals.
- Provide (3) three or more written testimonials letters relating to supplying of printer solutions and printer peripherals services not older than five (5) years)

- Attach support team members CVs who will be doing the installation.
- The Tenderer's understanding of the scope:

#### **Analysis and alignment of response to the scope of work**

- Demonstrate how the multi-function printers will be installed and commissioned.
- Demonstrate the setup and configuration of monitoring tools.
- Demonstrate how standard reporting (Performance, Alerts etc.) will be configured and setup.
- Provide standard operation procedures (SOP) for onsite \ICT support team.
- Demonstrate how a print server(s) will integrate into the 2 IPPO Active Directory Domains

#### **Print Management Software**

- Provide software for preventative maintenance, troubleshooting, forensic retrieval & reporting.
- Enable automated notifications for meter readings and notifications to replenish paper and toner.
- Enable secure printing.
- Enable Following me printing.
- Enable costs to be allocated on an individual and business unit basis.
- Provide a rite up on the SLA offering covering:
  - Response Times
  - 4 hour Onsite Technical Support (critical issues)
  - Swap-out offered after 48 hours for as long as the faulty device is under repair.
  - Tenderer must indicate how they will ensure effective account management and provide query resolution process including response time and resolution time.
- The IPP Office does not allow external access into the network. The tenderer must take this into account in their design of the proposal.

**NB: do not include any pricing in the technical evaluation proposal!**

## **7.2 PRICE PROPOSAL**

### **PRICING:**

1. Cost must be VAT inclusive and quoted in South African Rand.



ITEM	Number of printers required	Type	Page count for Calculation (all printers in category)	Market Value of Printers	Total Least Cost per Annum	Cost per page	Page Count Cost <sup>1</sup> (Including Vat) <i>(Page Count x Cost per Page)</i>	Total Cost (Including Vat) <i>(Rental + Page Count cost)</i>
Year 1								
Printers - <b><u>Type A</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	4	Black	10 000					
		Colour	80 000					
Printers - <b><u>Type B</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	3	Black	10 000					
		Colour	160 000					
Year 2								
Printers - <b><u>Type A</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	4	Black	10 000					
		Colour	80 000					
Printers - <b><u>Type B</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	3	Black	10 000					
		Colour	160 000					
Year 3								
Printers - <b><u>Type A</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	4	Black	10 000					
		Colour	80 000					
Printers - <b><u>Type B</u></b> (No Minimum Billing or Pro-rata billing- Pay for Usage Only)	3	Black	10 000					
		Colour	160 000					
Print Management Solution license for both AD environments for a 3 year period								
Total Estimate for 3-year period Including VAT								

1. <sup>1</sup> The Page count for Calculation quantity above is purely for evaluation purposes and does not constitute an annual commitment from the IPP Office.

## 8. FUNCTIONAL AND TECHNICAL EVALUATION CRITERIA

FUNCTIONALITY	REQUIREMENTS	SCORE QUALIFICATION	Weighting points	Evaluator Score																		
Company Experience:	a) Bidder/s company must have at least five (5) years' experience in supplying printer solutions and printer peripherals.	5 or more years' experience = 20 points 3 to 4 years' experience = 14 points 1 to 2 years' experience = 9 points No experience = 0 points	20																			
	b) Attach (3) three or more written testimonials letters relating to supplying of printer solutions and printer peripherals services not older than five(5) years)	Excellent: Three or more references provided not older than 5 years = 15 points  Acceptable: One or two reference provided not older than 5 years = 11 points  Unacceptable:  No references provided = 0 points	15																			
	c) Attach support team members CVs who will be doing the installation.	5 or more years' experience = 10 points 3 to 4 years' experience = 7 points 1 to 2 years' experience = 5 points No experience = 0 points	10																			
Capability to deliver	Analysis and alignment of response to the scope of work <ul style="list-style-type: none"><li>Demonstrate how the multi-function printers will be installed and commissioned.</li><li>Demonstrate the setup and configuration of monitoring tools.</li><li>Demonstrate how standard reporting (Performance, Alerts etc.) will be configured and setup.</li><li>Provide standard operation procedures (SOP) for onsite \ICT support team.</li><li>Demonstrate how a print server(s) will integrate into the IPPO Active Directory Domains</li></ul>	Provide comprehensive and detailed methodologies of the implementation of technical support. <table><tr><th>APPROACH</th><th>SCORE</th><th>Bidders Understanding of the SOW</th></tr><tr><td>No response</td><td>0</td><td></td></tr><tr><td>Poor</td><td>3</td><td>The approach plan or methodology is <b>poor</b> and not tailored to address the specific project objectives</td></tr><tr><td>Satisfactory</td><td>5</td><td>The approach plan or methodology is <b>generic</b> and not tailored to address the specific project objectives</td></tr><tr><td>Good</td><td>7</td><td>The approach plan or methodology is <b>specific</b> and tailored to address the specific project objectives</td></tr><tr><td>Very Good</td><td>10</td><td>The approach plan or methodology is <b>specific</b> and tailored to address the specific project objectives and covers in full all of the elements</td></tr></table>	APPROACH	SCORE	Bidders Understanding of the SOW	No response	0		Poor	3	The approach plan or methodology is <b>poor</b> and not tailored to address the specific project objectives	Satisfactory	5	The approach plan or methodology is <b>generic</b> and not tailored to address the specific project objectives	Good	7	The approach plan or methodology is <b>specific</b> and tailored to address the specific project objectives	Very Good	10	The approach plan or methodology is <b>specific</b> and tailored to address the specific project objectives and covers in full all of the elements	10	
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	Print Management Software	<table><tr><th>Features</th><th>Score</th></tr><tr><td>Provide software for preventative maintenance, troubleshooting, forensic retrieval &amp; monitoring.</td><td>2</td></tr><tr><td>Enable automated notifications for meter readings and to replenish paper and toner</td><td>2</td></tr><tr><td>Enable secure printing.</td><td>2</td></tr><tr><td>Enable Following me printing</td><td>2</td></tr><tr><td>Enable costs to be allocated on an individual and business unit basis</td><td>2</td></tr><tr><td>The total score for all of the above features will be (10)</td><td>10</td></tr><tr><td>Inability to provide features as per above will score (0).</td><td>0</td></tr></table>	Features	Score	Provide software for preventative maintenance, troubleshooting, forensic retrieval & monitoring.	2	Enable automated notifications for meter readings and to replenish paper and toner	2	Enable secure printing.	2	Enable Following me printing	2	Enable costs to be allocated on an individual and business unit basis	2	The total score for all of the above features will be (10)	10	Inability to provide features as per above will score (0).	0	10	
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Inability to provide features as per above will score (0).	0																			
Adherence to specifications & Functional Requirements	Meeting MFP technical specifications including Maintenance & Support.	<table><tr><th>Features</th><th>Score</th></tr><tr><td>Meeting MFP technical specifications</td><td>5</td></tr><tr><td>Provide a comprehensive on-site warranty for the duration of the contract (inclusive of labour and all spares) on 8 X 5 basis</td><td>5</td></tr><tr><td>Provide technician to schedule preventative and operational maintenance on all multi-functional printers</td><td>5</td></tr><tr><td>Provide sufficient quantity of consumables (i.e.: toners, cartridges, sensor switches) on site for the continuous operation of each MFP</td><td>5</td></tr><tr><td>Inability to provide features as per above will score (0) for the unavailable feature.</td><td>0</td></tr></table>	Features	Score	Meeting MFP technical specifications	5	Provide a comprehensive on-site warranty for the duration of the contract (inclusive of labour and all spares) on 8 X 5 basis	5	Provide technician to schedule preventative and operational maintenance on all multi-functional printers	5	Provide sufficient quantity of consumables (i.e.: toners, cartridges, sensor switches) on site for the continuous operation of each MFP	5	Inability to provide features as per above will score (0) for the unavailable feature.	0	20					
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Evaluation of SLA offering	Response Time	<table><tr><th>Call Acknowledged in</th><th>Score</th></tr><tr><td>30 min</td><td>5</td></tr><tr><td>1 hr</td><td>3.5</td></tr><tr><td>2hrs or longer</td><td>0</td></tr></table>	Call Acknowledged in	Score	30 min	5	1 hr	3.5	2hrs or longer	0	5									
Call Acknowledged in	Score																			
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Check	Score																			
Yes	5																			
No	0																			
		Total	100																	

A total score of **70** should be achieved for a bidder to be evaluated further for Price evaluations

## **9. DELIVERABLE ACCEPTANCE CRITERIA**

Deliverables will only be paid once accepted by the IPP Office. The following deliverable acceptance criteria will apply prior to accepting a deliverable as final:

- Head of Information Systems Review.
- Should performance not be of the standard required the IPP Office reserve the right to withhold payment until such time that the work is completed at the standard required.
- The IPP Office reserves the right to ask the Service Provider to replace a resource in the instance of continued under performance.

## **10. CONFIDENTIALITY AND INTELLECTUAL PROPERTY**

Information contained in this Request for Proposals is confidential and is the property of the DBSA. Similarly, the Bank shall hold all property rights such as copyright, patents and registered trademarks on matters directly related to or derived from the work carried out through this contract.