

SECTION 2.1 SPECIFICATIONS

TERMS OF REFERENCE - SUPPLY, INSTALLATION OF PHOTOCOPIERS, PRINTERS AND A SCANNER.

2.1.1. INTRODUCTION

In terms of the Local Government: Municipal Finance Management Act, 2003 (Act 56 of 2003), contracts for products and services must be renewed every three years by means of normal procurement procedures such as tenders. The central printing solution contract with the current service provider is expiring on 30 November 2025, therefore a new tender process is required to secure the specified service.

2.1.2. OBJECTIVES

Hessequa Municipality wishes to procure an affordable, cost-effective centralised printing, copying and scanning solution. Tenders are hereby invited from Service Providers for the supply and installation of network printers and Multi-Functional Photocopiers and Network scanner for a period of three years. The successful bidder will be required to setup/install their solutions at the respective offices across the Hessequa region (Riversdale, Heidelberg, Slangrivier, Witsand, Still Bay, Jongensfontein, Gouritsmond, and Albertinia). The specification makes provision for all the printing requirements for Hessequa Municipality which includes the administration, libraries and camping sites.

2.1.2.1. The successful bidder must:

1. Ensure that the provided solution only include new equipment.
2. Maintain and repair the equipment.
3. Attend to all fault logs regarding the photocopiers based on SLA.
4. Provide support & maintenance across the Hessequa region.
5. Provide all new equipment on a rental basis.
6. Provide onsite and remote maintenance and support.
7. Provide onsite support for all services and repairs to the equipment.
8. To provide a One (1) hour response time and a 24-hour resolution time for all calls logged, which will be managed through a formal SLA to be signed upon award of this tender. (**Response Time** = time from Incident creation until the "In Progress" status update/confirmation. **Resolution Time** = time it takes to resolve a customer's issue.)
9. Ensure that all toners, drums, parts, labour, call out fees and travel are included in the maintenance & service level agreement costs.
10. Network printing/Network scanning.
11. Attain approval in writing for any additional requirements requested by the Hessequa Municipality that falls outside the terms and conditions of this contract.
12. Provide a dedicated support number as well as names of support technicians in the Garden Route District Municipal Area responsible for local support to Hessequa Municipality in the table below.
13. As part of the Services and for the duration of the contract, the successful bidder shall be required to maintain a quarterly Service and Performance Review meeting in Hessequa (Main Building, Van den Berg Street, Riversdale, 6670) and or virtual to monitor and assess the overall quality of Services and performance of Service Provider, as well as the progress and status of new service requests and projects

2.1.2.2. Service, Repair & Maintenance, which forms part of the rental, must include the following:

1. Toner
2. All spare parts and drums
3. Labour
4. Inspections
5. Adjustments
6. Service calls
7. Preventive maintenance

8. Travelling time
9. Training
10. Remote Monitoring Tool
11. Ink Set for A0 Inkjet Plotter

PLEASE NOTE:

AN ESTIMATED AMOUNT OF FOURTY (40) MACHINES WILL BE REQUIRED. THE QUANTITY AND DURATION OF EACH SPECIFICATION/MACHINE WILL VARY DURING THE PERIOD. SERVICE PROVIDERS ARE REQUESTED TO QUOTE AS PER SPECIFIED QUANTITIES PER MACHINE FOR THE DIFFERENT SPECIFICATIONS. WHILE IT IS THE INTENTION OF THE MUNICIPALITY TO HAVE THE SPECIFIED NUMBER OF SOLUTIONS PLACED AT ALL THE MUNICIPAL SITES ACROSS THE REGION, THE MUNICIPALITY RESERVES THE RIGHT TO REDUCE OR INCREASE THE NUMBER OF SOLUTIONS REQUIRED FOR THE DURATION OF THE CONTRACT.

****TENDERER'S MUST QUOTE FOR A FIXED MONTHLY RENTAL RATE FOR 36 MONTHS, WHICH SHALL ALSO BE APPLICABLE TO ANY ADDITIONAL SOLUTION REQUESTED **.**

2.1.3 MINIMUM TECHNICAL REQUIREMENTS FOR MULTI-FUNCTION PRINTERS/COPIERS LISTED BELOW:**GENERAL REQUIRMENTS FOR MULTIFUNCTION PRINTERS/COPIERS**

- "Secure printing" or "mailbox printing" (for printing of confidential documents to Hard Drive)
- Document Feeder
- Network Printer, Scanner and Copier
- Double sided copier
- 2 in 1, 4 in 1
- Laser Technology
- A3- A6 copy size where applicable
- Stack capacity minimum 250 sheets
- Cabinet / Pedestal where applicable

MINIMUM REQUIREMENTS:	Comply (Yes/No)	Page to Reference
General requirements for Multi-Function Printers listed below: ☐ "Secure printing" or "mailbox printing" (for printing of confidential documents to Hard Drive) ☐ Document Feeder ☐ Network Printer, Scanner and Copier ☐ Double sided copier ☐ 2 in 1, 4 in 1 ☐ Laser Technology ☐ A3- A6 copy size where applicable ☐ Cabinet / Pedestal		

1. 35 - 40 PPM MONO A3 AND A4 MULTI-FUNCTIONAL COPIERS X 14 (Fourteen)		
□ B&W: 35 - 40 ppm		
□ Paper capacity: 2 x Universal Paper Trays: 500 sheets per tray. 1 Tray for A3 and one tray for A4 paper		
□ Functions: Network Print, Copy, Network Colour scan		
□ Paper: Print & Scan A3		
□ Scan Options: Folder/Email/USB		
□ Cabinet / Pedestal		
□ Stapler finisher required		
□ Requires hard disk drive		
□ Duplex Document Feeder		
□ Double sided copier and Printer		
2. 50 – 55 PPM MONO A3 AND A4 MULTI-FUNCTIONAL COPIERS X 21 (Twenty-one) (Must be able to do A3 & A4)		
□ B&W: 50 - 55 ppm		
□ Paper capacity: 2 x Universal Paper Trays: 500 sheets per tray. 1 Tray for A3 and one Tray for A4 paper		
□ Functions: Network Print, copy, Network Colour scan		
□ Paper: Print & Scan A3		
□ Scan Options: Folder/Email/USB		
□ Cabinet / Pedestal		
□ Stapler finisher required		
□ Requires hard disk drive		
□ Duplex Document Feeder		
□ Double sided copier and Printer		
3. 36 - 40 PPM COLOUR A3 & A4 MULTI – FUNCTIONAL COLOUR COPIERS X 4 (Four)		
□ 36 – 40 ppm Colour print/copy high-resolution		
□ Scan – High volume to network		
□ Scan options: Folder/Email/USB		
□ Duplex Document feeder – 100 sheets		
□ Average copies per copier per month 28000+		
□ 50 - 55 Page Stapler Sorter – Top corner & two point		
□ Numbering – Consecutive numbering		
□ Paper capacity: 2 x Universal Paper Trays: 500 sheets per tray. 1 Tray for A3 and one Tray for A4 paper		
□ Double sided copier and Printer		
□ 2 in 1, 4 in 1		
□ Laser Technology		
□ SRA3- A5 copy size		
□ Cabinet / Pedestal		
□ Requires hard disk drive		

4. A0 – A4 INKJET PLOTTER, COPIER AND COLOUR SCANNER X 1 (One) (Print Black & white and scan in colour wide format machine)		
1. Print Speed: Minimum of 6 x A1 copies per minute 2. Black and White Printer / Copier and Colour Scanner 3. Print Solution Minimum 600 x 1 200 dpi 4. Print Resolution Speed 300 x 600 dpi 5. Media Handling – Paper Rolls: Minimum of 2 rolls 6. Controller (a) Memory Minimum of 4 GB (b) Hard disk Minimum of 500 GB (c) Interface Ethernet Minimum of 1 Gbit/s plus SuperSpeed USB 3.0 (d) Supports Single page Secure PDF, PDF/A, JPEG, JPEG2000, PNG, TIFF, TIFF G4, TIFF LZW, PCX, BMP, AutoCAD DWF and Multi-page PDF and TIFF, with image edit features & user adjustable document pre-sets 7. Touch screen 8. Direct print 9. Compatibility: PC; Mac; Network Mobile Devices; USB; Cloud; Direct from device 10. Standard Scanner: JPEG; TIFF; multi-TIFF; PDF; PDF/A; PDF multi; Secured PDF Contact image sensor (CIS) Dual LED (RGB) Scan width (153mm to 914.4mm) Speed – 10 inch/sec		

2.1.4 BUDGET

Hessequa Municipality needs a service provider for the supply and delivery of photocopy/printer/scanner machines (lease agreement) for offices across the Hessequa region (Riversdale, Heidelberg, Slangrivier, Witsand, Still Bay, Jongensfontein, Gouritsmond, and Albertinia). The tendered price must include the monthly rental over three years as well as the monthly cost of copies.

2.1.5 SPECIAL CONDITIONS

Criteria	COMPLY YES/NO
1. All Machines quoted on this tender must be new and the current model.	
2. Delivery and successful installation date from date of award: maximum 60 working days	
3. Successful bidder must have at least one trained and qualified technician for all the products specified.	
4. Fixed monthly rate for rental and copy charges amounts over the 36-month period.	
5. Please confirm that the proposed equipment has the equivalent capacities, speeds and functions as	

per the specifications provided.	
6. Failure to comply with the specifications will result in disqualification.	
7. Additional copiers may be added to this tender (during the 36-month period) and quotes will be requested at the time copiers are required based on the unit prices specified in the third (3rd) table below under the heading "pricing schedule".	
8. The Municipality reserves the right to exclude any of the products required as per the provided specification or to award the tender in part.	
9. Provide a dedicated support number and email address for logging of support queries: Tel. no: (.....) - Email Address:	
Total	

.....
Bidder Signature

.....
Date

Failure to provide the information or adhere to the conditions as stated above, may result in your tender being declared non-responsive.

DECLARATION,

I, THE UNDERSIGNED (NAME)

CERTIFY THAT THE INFORMATION FURNISHED ABOVE IS CORRECT. I ACCEPT THAT THE MUNICIPALITY MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

AUTHORISED SIGNATURE:

NAME:

CAPACITY: DATE:

Initials of Service Provider's Authority: