



in the footsteps ...

NELSON MANDELA MUSEUM

Bunga Building, Owen Street, Mthatha, South Africa | P O Box 52808, Mthatha, 5100, South Africa

Telephone: +27 (0) 47 501 9500 | Facsimile: +27 (0) 047 532 3345

Email: info@nelsonmandelamuseum.org.za | www.nelsonmandelamuseum.org.za



27 October 2023

RFQ 54 of 2023

APPOINTMENT OF A SERVICE PROVIDER FOR THE LEASING OF MULTIFUNCTIONING PRINTERS FOR THE NELSON MANDELA MUSEUM AT BHUNGA BUILDING AT QUNU YOUTH HERITAGE CENTRE FOR A PERIOD OF THREE (3) YEARS.

TERMS OF REFERENCE

❖ BACKGROUND

The Nelson Mandela Museum (NMM) is a not-for-profit institution established by the government of South Africa as an agency of the National Department of Sport, Arts, and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The museum primarily houses collections of gifts to the nation given by Nelson Mandela to the museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela, and one of its main strategic goals is to improve the museum's public profile and access. This mandate is executed through the museum's two main facilities, the Qunu Youth and Heritage Centre and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the museum.

PURPOSE

This document serves as terms of reference (TOR) for a tender inviting qualified bidders to supply, deliver, install, and configure (4) multifunctional printers on a rental basis, including ongoing repair, maintenance, and support services, on site, for a period of three years.

SCOPE OF WORK

The appointed service must supply the Nelson Mandela Museum with multi-functional printers with ALL the features listed below. There are no restrictions on the type of printer brand to be supplied by prospective bidders, except for that it must be an original reliable brand.

- ❖ Supply, deliver and configuration of multifunctional printers:
 - Supply, deliver and configure four color multifunctional printers.
 - Configure the printers to meet the specified requirements.
 - Ensure the printers are fit for purpose and meet minimum printing speed of 120 ppm.

- ❖ On- Site set up and installation
 - Perform on-site setup and installation of all printers.
 - Ensure proper connectivity to the existing network infrastructure.
 - Verify the functionality of all devices post-installation.

- ❖ Repair, maintenance, and service
 - Provide ongoing repair, maintenance, and service for all printers throughout the three-year rental period.
 - Respond promptly to any reported issues or malfunctions.
 - Ensure maximum uptime and optimal performance of the devices.

❖ Support services

- Offer comprehensive support services, including technical assistance and troubleshooting.
- Provide a dedicated helpdesk or support contact for immediate assistance.
- Offer remote support options, where applicable
- Provide training to end-users on using the printing management system.

○ Hardware Requirements

The bidder is required to provide (supply,install, service and maintain) 4 MFPs as follows:

- Bhunga Building – 3 Printers (1 with the finisher)
- Qunu Youth and Heritage Centre – 1 Printer

| | |
|--------------------------------------|---|
| Standard functions | Copy, Email, Print, Scan to email |
| Copy/print speed | Colour: up to 50 ppm Black: up to 55 ppm |
| Duty cycle | Up to 300,000 images/month |
| Connectivity | 10/100/1000 BaseT Ethernet, High-Speed USB 2.0 direct print (optional: Wi-Fi (with USB Wireless Adapter)) |
| Controller features | Configuration Cloning, Online Support, Remote Control Panel, Unified Address Book |
| Hard drive | 250 GB (min) |
| Processor | Dual-core 1.23 GHz |
| Device memory | 2 GB system plus 1 GB page memory |
| First-page-out time, printing | As fast as 7.1 seconds colour / 5.9 seconds black and white |
| Document handler | Single-pass Duplex Automatic Document Feeder Capacity: 130 sheets |

Size: 5.5 x 8.5 in. to 11 x 17 in.
(148 x 210 mm to 297 x 420 mm)

Copy

Maximum copy resolution 600 x 600 dpi

Copy features Annotation, Auto tray switching, Automatic 2-sided, Bates Stamping, Booklet creation, Build Job, Collation, Covers, Edge erase, ID Card Copy, Image shift, Invert image, Job interrupt, Sample set, Single colour, Transparencies

Print

Page Description Languages (PDL) Adobe PostScript 3, PCL 5c, PCL 6, PDF (optional: XPS)

Maximum print resolution 1200 x 2400 dpi

Print features Bi-directional status, Booklet creation, Colour By Words, Earth Smart driver settings, Job Monitoring, Job identification, Print from USB, Scaling, Secure Print, Store and Recall driver settings

OS support HP-UX 11 v2, IBM AIX 5, Mac OS 10.5, Mac OS 10.6, Mac OS 10.7, Mac OS 10.8, Redhat Enterprise 4 and 5, Redhat Fedora Core 15-17, Solaris 10, Solaris 9, Ubuntu, Unix, Windows Server 2012, Windows 2008 Server, Windows 7, Windows 8, Windows Vista, Windows XP, open SUSE 11 and 12

Mobile printing Print Back

Scan

Scan features JPEG, Linearized PDF, Scan to SMB or FTP, Scan to USB memory device, Scan to email, Scan to folder, Scan to network, Single-touch scanning, TIFF, TWAIN support, Text searchable PDF, PDF/A, XPS

Scan destinations Scan to PC / Server Client (SMB or FTP), Scan to Secure FTP and HTTPS, Scan to USB memory drive, Scan to email, Scan to home, Scan to mailbox

Security

Standard security features

256-bit Encryption (FIPS 140-2 compliant), Access controls, Audit log, Cisco® Identity Services Engine (ISE) Integration, Common Criteria Certification ISO 15408, HDD overwrite, Antivirus ePolicy Orchestrator (ePO) Compatible, Antivirus Embedded Security, Network authentication, SNMPv3, SSL, Secure Email, Secure Fax, Secure Print, Secure Scan, User permissions

Optional security features

Antivirus Integrity Control, Smart Card Enablement Kit (CAC/PIV/.NET), Secure Access Unified ID System

Accounting

Network Accounting Enablement, Printer Standard Accounting (Copy, Print, Scan, Fax, Email)

Accounting

- Management Counter Monthly Reports
- Admin User Counter Monthly reports

GENERAL REQUIREMENTS

- The bidder must detail its fault reporting procedures and tracking. Instructions must include all contact numbers and escalation procedures.
- A maximum of three (3) business hours' repair time is specified for support/service calls.
- A loan multifunction printer of similar specifications and functionality must be made available to the NMM if a breakdown incident lasts longer than 24 hours.
- Costing of printers and printing management system must be clearly indicated for the whole duration of the contract.

- The cost per copy charge may not be inflated if the monthly printed volume of a specific multifunction printer is within the recommended monthly print volume as specified for that model multifunction printer by the manufacturer. The recommended monthly print volume as specified by the manufacturer must be clearly indicated in the maintenance agreement.
- The cost per copy may only be inflated if the monthly printed volume for a specific multifunction printer exceeds the recommended monthly print volume of the particular printer as specified by the manufacturer and must be clearly indicated in the pricing schedule as well as in the maintenance agreement. The rate of inflation (stepping up regime) must be described in detail.
- Cost Per Copy must include:
 - All maintenance and support services on the multifunction printer; and
 - All consumable and service items including but not limited to:
 - Toner.
 - Imaging units.
 - Drum Kits.
 - Fuser units; and
 - Spare parts.

- The bidder must be an approved and registered reseller or dealer
- The manufacturer and must supply proof thereof by means of an original letter from the manufacturer or local South African distributor not more than three-month-old.
- The service technicians of the bidder must be trained and certified by the manufacturer on the proposed multifunction printer models and provide proof thereof.
- The Multifunction Printers must be supplied via the official supply chain as approved by the manufacturer. No privately imported units will be accepted. Proof of supply from manufacturer or distributor must be supplied.

RETURABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their quotations. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFQ will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

COMPULSORY RETURABLE DOCUMENTS

- Duly signed & completed **SBD 1** Invitation to BID
- SBD **2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed SBD **6.1** Preference points claim form
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).

- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration
- Manufacture Partner Certification

SUPPORTING RETURNABLE DOCUMENTS (for functionality scoring)

- Reference Letters
- Project methodology
- Service Technician Certification

ESSENTIAL SUPPORTING DOCUMENTS

Specific goals verification documents as stipulated below must be submitted on or before the closing date and time (***failure to submit on or before the closing date will result in an automatic score of zero for preference***)

TERMS AND CONDITIONS

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.

- NMM may require responsive bidders to present and discuss their proposals in person.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.
- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.

- In addition to adherence to the specific terms and conditions of proposals, provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to supplier clearance process as prescribed by the National Treasury. This process includes, verification of supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.
- No tender shall be awarded to a bidder whose name (or any of its directors or partners or associates and/or attorneys) appears on the Register of Defaulters kept by the Treasury, or who have been placed on the National Treasury's List of Restricted Supplies. The NMM reserves the right to withdraw an award or cancel the Service Level Agreement concluded with the bidder should it be established, at any time, that a bidder has been blacklisted with the National Treasury by any Government Institution
- No tender shall be awarded to a bidder whose tax affairs are not in order. NMM reserves the right to withdraw an award made, or cancel the Service Level Agreement concluded with the successful bidder(s) should it be established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the NMM

ACCOUNTABILITY

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assignment duties.

PRICING INSTRUCTION

- The appointment of a service provider for the leasing of multifunctioning printers for the Nelson Mandela Museum at Bhunga Building at Qunu Heritage Centre for a period of three years, and it must be invoiced on completion;
- The bid and the total price for the appointment of a service provider for the leasing of multifunctioning printers for the Nelson Mandela Museum at Bhunga Building at Qunu Heritage Centre for a period of three years may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

VALIDITY PERIOD

- Qoutation submissions **must** be valid for a period of 120 days.

APPLICABLE PREFERENCE POINTS ALLOCATION SYSTEM

(1) Points for this shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

(c) Where 80 points will be allocated for price and 20 points allocated for specific goals

(2) The following specific goals are applicable to all procurements of a transaction value above R2 000 and up to R50 000 000

a. The NMM will utilize the following preference criteria ;

- i. Service providers within the OR Tambo region & Eastern Cape
- ii. Historically Disadvantaged Individuals (Women, Youth, and People living with disabilities)
- iii. SMMEs

b.

| Category | | Sub-categories | Specific goals points | Verification documents |
|----------------------|---|-------------------------------------|-----------------------|--|
| Local Supplier | 5 | OR Tambo supplier | 5 | CIPC Registration Certificate (CK) or Proof of residence |
| | | Eastern Cape Supplier | 4 | |
| | | Anywhere in South Africa | 3 | |
| | | Non-South African | 0 | |
| Women-owned supplier | 4 | Black African Women | 4 | CIPC Registration Certificate (CK) and CSD Report |
| | | Non-Black African Women | 2 | |
| Youth Owned Supplier | 4 | Youth Owned (< 35-year-old persons) | 4 | CIPC Registration Certificate (CK) and CSD Report |
| | | Non-Youth Ownership (> | 2 | |

| | | | | |
|-----------------------------------|---|---------------------------------------|---|-----------------------------------|
| | | 35-year-old persons) | | |
| People living with disabilities | 3 | People living with disabilities | 3 | CSD Report |
| Small Micro, Medium & Enterprises | 4 | SME – Owned by people with disability | 4 | CSD Report |
| | | SME – Black owned | 3 | Sworn Affidavit (BBBEE Affidavit) |
| | | SME – Other | 2 | |

EVALUATION CRITERIA

The received quotations will be evaluated using the 80/20 system (80 for Price and 20 for Specif Goals). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum of 75 points** to qualify for the financial evaluation according to the criteria captured in the table below:

| CRITERIA FOR FUNCTIONALITY | WEIGHT | BREAKDOWN OF POINTS |
|---|--------|--|
| Reference Letters Signed reference letters on a recommending company's letterhead NB: Reference letters should not be older than 6 years Submission of purchase orders or appointment letters WILL NOT be considered. | 40 | 4 letters or more - 40 points |
| | | 3 letters – 30 points |
| | | 2 letters - 20 points |
| | | 1 letter – 10 points |
| | | Failure to submit/Irrelevant letter(s) - 0 |
| | 30 | Good = 30 points |

| CRITERIA FOR FUNCTIONALITY | WEIGHT | BREAKDOWN OF POINTS |
|---|------------|--|
| The bidder must submit a detailed Methodology to the scope of work - (Implementation plan, costing, risk management, delivery timeframes, fault logging, and response times) | | Average = 20 points |
| | | Poor = 10 points |
| | | Failure to submit = 0 points |
| Certification The service technicians of the bidder must be trained and certified by the manufacturer of the proposed AIO printer models and provide proof thereof. | 30 | Manufacture's Valid Company Certificate –15 points |
| | | Service Technician Valid Certificate – 15 points |
| | | Failure to submit = 0 points |
| Total | 100 | |

SUBMISSION OF TENDERS

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).
- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.
- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not deposited into the tender box by the closing date.
- The appointed service provider will be expected to comply with NMM prescripts.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS**

14 November 2023@ 12:00

DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

ENQUIRIES

All communications and inquiries/requests for clarification relating to this proposal should be directed to the contact person:

| FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS | |
|---|--|
| Ms. M Mputa | |
| Tel: 047 501 9504 | |
| Email: mihlali@nelsonmandelamuseum.org.za | |
| Supply Chain Specialist | |
| <i>Technical Enquiries:</i> | |
| Mr. W. Quzu | |
| Tel: 047 501 9524 | |
| Email: wandile@nelsonmandelamuseum.org.za | |
| ICT Office | |

All enquiries must be forwarded to the relevant NMM personnel by no later than 7 November 2023 @ 16:30.



Dr. Vuyani Boo
Chief Executive Officer