



**TERMS OF REFERENCE FOR THE
APPOINTMENT OF A SERVICE
PROVIDER TO SUPPLY, INSTALL,
CONFIGURE, AND INTEGRATE PRINTER
SERVICES ON A LEASE BASIS FOR THE
NATIONAL LOTTERIES COMMISSION
FOR A PERIOD A PERIOD OF FIVE (5)
YEARS**

NLC/2022 – 01

**CLOSING DATE: 14 FEBRUARY 2022
CLOSING TIME: 11H00 (South African
Standard Time)**



1.	Assignment	The National Lotteries Commission (NLC) requires suitable service providers to submit proposals for the appointment of a service provider to supply, install, configure, and integrate printer services on a lease basis for the NLC for a period of five (5) years
2.	Name of the responsible office	Information Communication Technology (ICT)
3.	Address for submitting proposals & other correspondence	<p>All submission must be addressed to Senior Manager: Supply Chain Management National Lotteries Commission, 333 Grosvenor Street, Block D Hatfield Gardens Hatfield, Pretoria, 0183</p> <p>Only electronic (CD/USB) bid submission will be accepted.</p> <p>Due to COVID 19, no hand delivery of physical documents will be accepted.</p>
4.	Closing date & time for submission of bid proposals	14 February 2022 11h00am
5.	Compulsory briefing session	N/A
6.	Bid description	Lease of Multi-Function Printers
7.	Reference Number	NLC/2022 – 01

1. GENERAL /BACKGROUND

The National Lotteries Commission (NLC) is a public entity established in terms of the Lotteries Act No. 57 of 1997 as amended to regulate the South African lotteries industry. The functions of the Commission can be divided into two categories, namely “regulation of National Lottery and other Lotteries” and “administration of the National Lottery Distribution Trust Fund (NLDTF)”.

The NLC has a dual mandate, namely “regulation of National Lottery and other Lotteries” and “administration of the NLDTF”. The Distributing Agencies (DA’s) who are appointed by the Minister of Trade, Industry and Competition are responsible for the adjudication of the funding applications in terms of the Lotteries Act and applicable Regulations.

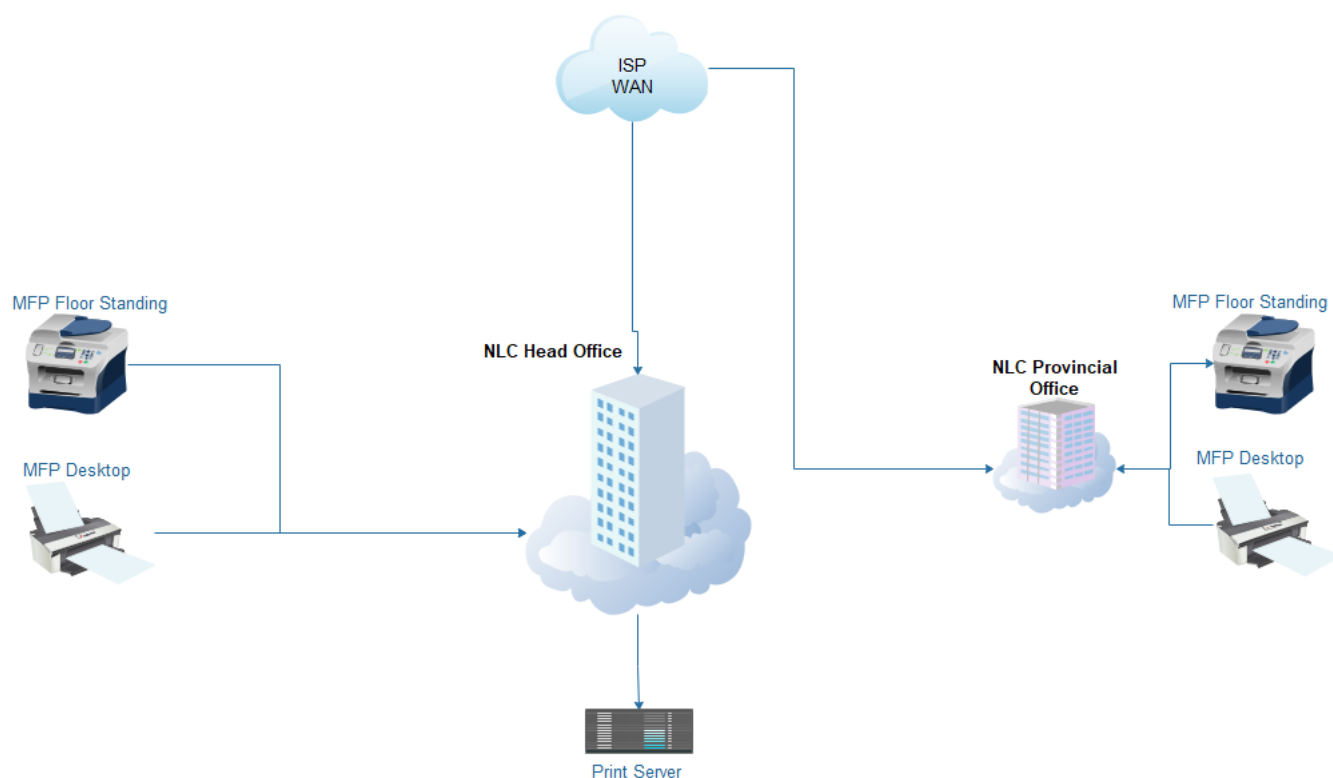
The NLC operates in nine provinces with the head office located in Hatfield in the Gauteng province. Presently a national private Multiprotocol Label Switching (MPLS) network interconnects each of the provincial offices to the head office. A central ICT server room at the Hatfield office houses all the core applications, servers and associated network infrastructure. This MPLS network caters for both SIP telephony services as well as data network services. The envisaged solution will make use of the MPLS network for printers to communicate with the centrally installed print server.

In line with the requirements of the Public Finance Management Act (PFMA) No. 1 of 1999 as amended, as amended and Treasury Regulations, the NLC invites suitably qualified and experienced service providers to supply, install, configure and integrate printer services for the NLC.

1.1. CONTEXT OF THE ENVISAGED SOLUTION

The schematic below represents a high-level architecture of the current multifunction printer (MFP) environment: -

- Each provincial office has one or more floor standing MFP printer.
- Each provincial office has one or more desktop MFP printer.
- Printers use the pin-based print release feature for extra security; and
- Printers make use of a YSOFT based print server located in Hatfield to release print jobs.



2. PURPOSE

The NLC seeks to deploy MFP printers to replace the existing fleet of MFP printers at the NLC head office as well each of the NLC provincial offices.

3. OBJECTIVES

The objectives of this TOR are:-

- 3.1 Leasing of MFP printer solution on a five (5) year period.
- 3.2 Integrate the new fleet of printers into the existing YSOFT print server environment.
- 3.3 Optimise the use of the print server by configuring new reports to improve overall decision- making process about the utilisation of printers.
- 3.4 Deliver replenished items such as toners, cartridges, and related consumables to each NLC.
- 3.5 As and when required, to advise, plan and execute a printer relocation project to ensure balanced utilisation (wear and tear) of all the required printer hardware.
- 3.6 Render maintenance and support in line with SLA provisions in terms of the functional upkeep of the printers and supply of printer cartridges and related consumables.

4. SCOPE OF WORK

- 4.1. Deliver, install, and configure the MFP printers at all NLC office as per the tables below.
- 4.2. Integrate all the printers to the existing Y-Soft based print server located at the NLC Hatfield office server room.
- 4.3. Manage all the YSOFT license environment for the entire printer fleet.
- 4.4. Configure pin-based authentication.
- 4.5. Configure scan to email functionality
- 4.6. Where required, configure scan to network folder functionality

4.7. Provide 1st level print server administrator training.

4.8. Render maintenance and support in line with SLA provisions in terms of the functional upkeep of the printers and supply of printer cartridges and related consumables.

Province	Town/City	Physical Address	Qty MFP Floor Standing	Qty MFP Desktop
1. Gauteng	Hatfield	Block D Hatfield Gardens 333 Grosvenor Rd Ground Floor	2	7
2. Gauteng	Hatfield	Block D Hatfield Gardens 333 Grosvenor Rd First Floor	2	4
3. Gauteng	Hatfield	Block D Hatfield Gardens 333 Grosvenor Rd Second Floor	3	3
4. Gauteng	Hatfield	Block D Hatfield Gardens 333 Grosvenor Rd Third Floor	4	4
5. Easter Cape	East London	No 7 Rochester Road, Vincent Park Ground Floor	1	4
6. Free State	Welkom	280/282 Stateway, Bedelia	1	4

		Ground Floor		
7. Kwa-Zulu Natal	Durban	Smartxchange, 05 Walnut Road Ground Floor	1	4
8. Limpopo	Polokwane	5 Landros Mare Street, Polokwane Ground Floor	1	4
9. Mpumalanga	Nelspruit	29 Roodt Street, Sonheuwel Dorp Ground Floor	1	4
10. Northern Cape	Kimberly	11A Schmidt's Drift Road Ground Floor	1	4
11. North West	Mahikeng	12 Visser Street, Mafikeng Ground Floor	1	4
12. Western Cape	Cape Town	Manhattan House, 130 Bree Street Ground Floor	1	4
Total number of MFP:			19	50

4.9 The number of Licenses are as follows:

Province	Qty YSOFT Licenses
All	75

5. DELIVERABLES

The following deliverables identified as project outputs: -

- 5.1 Supply, delivery, installation, and configuration of printers at designated office locations.
- 5.2 Project documentation:
 - a. Project plan detailing the rollout of printers
 - b. Delivery notes of printers identifying each specific printer model and serial number
 - c. Printer handover control sheet of printer in its functional state including YSOFT integration
- 5.3 Service Level Agreement that clearly outlines:
 - a. Responsibilities of the NLC in relation to the printers
 - b. Responsibilities of the service provider in relation to the upkeep of the printers
 - c. Step by step procedure to be followed by NLC to log support tickets to the service providers
 - d. Step by step procedure to be followed by NLC to order new consumables such as cartridges and related items
- 5.4 Signed-off project close out reports.

6. FUNCTIONAL REQUIREMENTS

The bidder is to install and provide an MFP printer solution with the following minimum capabilities and/or features:

6.1. MFP printer floor standing requirements:

Functionality/Features	Comply	Do not Comply
1. General System Properties:		
a) Engine printing speed:		
i. Between 70 and 100 ppm		
b) Maximum original size: A3.		
c) Fax transmit and receive.		
d) LCD panel screen.		

6.2. MFP Desktop printer requirements:

Functionality/Features	Comply	Do not Comply
1. General System Properties:		
e) Engine printing speed:		
ii. Between 25 and 40 ppm		
f) Maximum original size: A3.		
g) Fax transmit and receive.		
h) LCD panel screen.		

6.3. General printer system machine requirements applicable to both the floor standing and desktop printers:

Functionality/Features	Comply	Do not Comply
1. Interface Capabilities:		
a) TCP/IP network 100MB/1GB ethernet.		
b) Fax capability: DTMF signaling, G3 standard.		
c) USB high-speed.		
2. Document Scan Functionality:		
a) Scan to email.		
b) Scan to file.		
c) Scan to network drive folder.		
d) Scan output file: At a minimum, PDF.		
3. Paper Handling		
a) Tray paper volume: between 100 and 150 pages.		
b) Automatic document feeder: Minimum 100 A4 pages.		
4. Minimum Network Protocol Interoperability		
a) SNMP.		
b) VLAN.		
5. Desktop/Laptop/Server Operating System Interoperability		
a) Microsoft Windows OS 2010 Pro.		
b) Microsoft Windows Server 2008 and newer.		
c) Linux.		
6. Security Features		
a) Secure Print and release by pin number.		
b) What is maximum length of pin.		

c) Windows Active Directory Authentication/LDAP Synchronization.		
7. Stipulate Applicable SLA Response:		
a) Minimum response times in hours.		
b) Maximum response time in hours.		
c) Maximum free travelling radius in km.		
8. SLA:		
a) Five (5) years duration.		
▪ Telephonic support available.		
▪ Email support available.		
▪ Minimum twelve (12) months manufacturer's warranty included.		
9. Training:		
a) Onsite hand-over training to a maximum of three (3) NLC personnel.		
b) Training duration of no less than two (2) business hours.		
10. Delivery of Machine		
a) Project rollout includes onsite delivery of equipment to specified physical address.		

7. REPORTING REQUIREMENTS

The successful bidder will report to the ICT Division.

8. DURATION OF THE PROJECT

The duration of the project is five (5) years after the signing of a Service Level Agreement (SLA) with the National Lotteries Commission.

9. EVALUATION CRITERIA

The NLC will evaluate all proposals in terms of the Preferential Procurement Policy Framework Act. No. 5 of 2000 (PPPFA) and the Preferential Procurement Regulation of 2017 using the three (3) phases outlined below: -

Phase	Description
1	Compliance with administrative requirements (Mandatory)
2	Technical Evaluation
3	Pricing and B-BBEE points claimed

Phase 1: Pre-Qualification Criteria (Mandatory Requirements)

Only bidders who are found compliant on this phase will proceed to phase 2. Bidders must submit all the mentioned below requirements. The following mandatory requirements must be met to qualify for this bid:

- Original signed standard bidding documents (SBD Forms). It is required that the bidder must provide correct information and declaration in the SBD Forms.
- Original signed consent form in terms of the Protection of Personal Information Act 4 of 2013 (POPIA) (Consent Forms Attached to the Bid as part of the SBDs)
- In the event of the bidder being in a JV, a signed JV agreement must be submitted.
- Bidders must be Level 1, 2 and 3 in terms of the B-BBEE Codes of Good Practice.
- Registered with the Central Supplier Database (CSD). Recent Central Supplier Database (CSD) Summarized Report with SARS Tax Compliance Status and SARS Pin.

**** Failure to comply with the above mandatory requirements will render your submission non-responsive and unacceptable.***

Phase 2: Functional/Technical Evaluation

Only service providers that have met the mandatory pre-qualification criteria will be evaluated on the functionality of their proposals considering the below aspects of the bid proposal during the evaluation stage. Bidders who score a minimum of 65 percent/points or more will be considered for the next phase 3 of the evaluation process (Price and B-BBEE Status Level of Contributor).

CRITERIA	SUB-WEIGHT	WEIGHT
1. Compliance with Minimum Requirements		20%
<p>Bidders are required to comply with minimum capabilities and/or features specified in paragraph 6 of the functional requirements. Bidders are to submit their proposed MFP solution as 'Annexure 1' of the bid submission.</p> <ul style="list-style-type: none"> Compliance on all 10 factors: 20 Points Compliance on between 5 and 9 factors: 15 Points Compliance on less than 5 factors: 10 Point 		
2. Company Experience		15%
<p>Provide three (3) written reference letters from contactable existing/ recent clients (public / private sector) within the past three (3) years in MFP printer products and services. Letters must include the company name, contact name, address, phone number, duration of contract, value of the contract, a brief description of the services that you provided, and the reference letter should not be older than three (3) years from the date of closing the bid. The reference letters must be on the client's letterhead and must be dated and signed.</p> <p>No appointment letters from clients will be accepted as reference letters.</p> <p>Maximum of 15 points will be awarded as follows:</p> <ul style="list-style-type: none"> No references = 0 Point 		

<ul style="list-style-type: none"> • One (1) relevant reference = 5 Points • Two (2) relevant reference letters = 10 Points • Three (3) relevant reference letters = 15 Points 	
3. Experience of Team Members	20%
<p>Considers the technical and professional skills of the core project team. The bidder must provide evidence of summaries of CV having had undertaken similar projects with respect to:</p> <p>a) Printer driver configuration.</p> <p>b) YSOFT integration:</p> <ul style="list-style-type: none"> • More than 5 years' experience for core project team in integration of MFP printers LAN and computer environments = 20 Points • Between 2- and 5-years' experience for core project team in integration of MFP printers LAN and computer environments = 15 Points • Less than 2 years' experience in for core project team integration of MFP printers LAN and computer environments = 10 Points 	
4. Project Plan / Methodology	20%
<p>The bidder must provide a detailed project plan that specifically addresses the following:</p> <p>a. Overall duration of project implementation and completion. (10 Points)</p> <p>b. Project Implementation factors (10 Points)</p> <p>Bidders are required to provide implementation plan for the duration of the project with the following:</p> <ul style="list-style-type: none"> ▪ Excellent project implementation plan proposed = 10 Points <p>Inclusion of 5 factors:</p>	

<ul style="list-style-type: none"> ○ Scope, Gannt chart, project schedule, risk assessment. ▪ Good project implementation plan proposed = 5 Points Inclusion of less than 3 project management factors ▪ No project implementation plan proposed = 0 Point 	
5. Client Support Service Level Agreement	25%
<p>The bidder must outline the Client Support SLA management framework required to regulate the contractual outputs of the relationship pertaining to:</p> <ul style="list-style-type: none"> i. Responsibilities of the NLC in relation to the printers; ii. Responsibilities of the service provider in relation to the upkeep of the printers; iii. Process and procedure for NLC to log support tickets with bidder; iv. Process and procedure for NLC to order new consumables such as cartridges and related items; v. Process and procedure for relocation of printers from one site to another; and vi. Process and procedure for dealing with out of warranty repairs. <p>Proposal of Support SLA management framework</p> <ul style="list-style-type: none"> • A comprehensive Support SLA management framework = 25 Points <p>Inclusion of following 6 factors:</p> <ul style="list-style-type: none"> 1. Roles and responsibilities for NLC and bidder; 2. Telephonic support; 3. Email support; 4. Next day onsite support; 5. Relocation of printers within an office; 6. Relocation pf printers from one province to another; 	

<ul style="list-style-type: none"> A generic Support SLA management framework = 12 Points Inclusion of up to 3 of the following 6 factors: <ol style="list-style-type: none"> Roles and responsibilities for NLC and bidder; Telephonic support; Email support; Next day onsite support; Relocation of printers within an office; and Relocation pf printers from one province to another. No information provided = 0 Point 	
Total:	100%

Phase 3: The 80/20 Principle based on Price and B-BBEE status level contributor.

Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

Points will be awarded to a bidder for attaining the B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-Compliant contributor	0

10. GENERAL GUIDELINES

10.1. Submission Instruction

10.1.1. Only electronically submission will be accepted as follows:

Submission via USB) or CD (1 copy) at the NLC Head Office

333 Grosvenor Street
Block D Hatfield Gardens
Hatfield, Pretoria
0183

10.1.2. Due to COVID-19 pandemic, strictly **no** hand delivery of physical documents will be accepted. Only electronic submissions a USB/CD) will be accepted.

10.1.3. The following reference number must be used:

**“LEASE OF MFP PRINTER SERVICES FOR THE NATIONAL LOTTERIES,
REFERENCE NUMBER: NLC/2022 - 01”**

Take note of the following:

- No costs have been prescribed for the Bidding Document;
- All proposals **must** be costed in South African Rand, inclusive of VAT;
- If the bid does not include all the information required, or is incomplete, this will mean non-compliance and therefore invalidate the bid;
- Any submission received after the deadline will not be considered; and
- The costing must remain valid and open for evaluation for a period of at least six (6) months from the time of submission.

10.2 Late bids

Bids received late shall not be considered. A bid will be considered late if it arrived one second after 11:00 am or any time thereafter.

10.3 No legal relationship

No binding legal relationship will exist between any of the bidders and the NLC until the execution of a signed contractual SLA. The TOR document will not form part of any such contract or arrangement.

10.4 Evaluation of offers

Each bidder acknowledges and accepts that the NLC may, at its absolute discretion, apply selection criteria specified in this document for the evaluation of proposals for short listing/ selecting the eligible bidder(s).

10.5 Format of your proposal

The proposal should be presented in two sections i.e. Technical Proposal and Financial Proposal.

10.6 Disclaimer

- 10.6.1 The NLC reserves the right not to appoint a bidder.
- 10.6.2 The NLC may appoint more than one bidder.
- 10.6.3 The NLC also reserves the right to:
 - a) Award the contract or any part thereof to one or more bidders;
 - b) Reject all bids;

- c) Decline to consider any bids that do not conform to any aspect of the bidding requirements;
- d) Request further information from any bidder after the closing date for clarity purposes;
- e) Cancel this tender or any part thereof at any time; and
- f) Should any of the above occur, it will be communicated in writing to the bidders.
- g) The recommended bidder will be subjected vetting or security clearance

10.7 Confidentiality

- a) Bids submitted will not be revealed to any other bidders and will be treated as contractually binding;
- b) All information pertaining to the NLC obtained by the bidder as a result of participation in this RFP is confidential and must not be disclosed without written authorisation from the NLC; and
- c) The successful bidder will be expected to sign the SLA with the NLC.

10.8 Disqualification

- a) Any form of canvassing/lobbying/influence regarding the short listing will result in disqualification;
- b) Any non-disclosure of any other information pertaining to this bid will result in disqualification;
- c) Non-compliance with the bid requirements will invalidate the bid; and
- d) Non-compliance with all the applicable Acts, Regulations and by-laws will result in the disqualification of the bid.
- e) Negative security clearance or vetting

10.9 Prices

- a) All services' pricing should be inclusive of all taxes etc. and payment shall be made in South African Rand.
- b) Bidders to provide with the monthly security rate for all human resources that will be providing services to NLC. Bidders are further expected to provide with the total amount for the three (3) year security services for the two (2) security officers required. The total amount proposed will be utilised for financial evaluation.

10.10 Prices adjustments

Prices submitted for this bid will be regarded as non-firm subject to the following price adjustments:

- a) Annual price adjustment.
- b) Application for price adjustments must be accompanied by documentary evidence in support of any adjustment on annual basis; and
- c) The Pricing Schedule, referred to as '*Annexure 2*' made provision of annual price adjustments and bidders must comply with the pricing schedule.

10.11 Payment terms

- a) The NLC undertakes to pay valid tax invoices in full within thirty (30) days from statement date for services rendered;
- b) All supporting documents for services rendered should be submitted together with the tax invoices by the twentieth (20th) of every month;
- c) Valid Tax Invoices for all services rendered are to be submitted to the Chief Financial Officer (CFO) at the NLC's Finance Division at the address on page 2 above or may be sent through an email to the following email address:
Email address: accounts@nlcsa.org.za.

10.12 Validity

- a) A proposal shall remain valid for hundred and twenty (120) days after the closing date of the submission for proposals. A proposal which is valid for a shorter period may be rejected by the NLC for non-responsiveness.
- b) In exceptional circumstances, the NLC may solicit the bidder's consent to an extension of the period of the validity of the bid. The request and responses thereto shall be made in writing. A bidder that has been granted the request will neither be required nor permitted to modify the proposal.

10.13 Signatories

All responses to this RFP should be signed off by the authorised signatories of the bidder.

11. CLARIFICATIONS / ENQUIRIES

Telephonic request for clarification will not be considered. Any clarification required by a bidder regarding the meaning or interpretation of the TOR or any other aspects concerning the bid is to be requested in writing (e-mail) from the below contact persons. The bid reference number should be mentioned in all correspondence.

Bid Enquiries

Name and Surname: Wabile Motswasele

Telephone: 012 432 1516

E-mail: wabile@nlcsa.org.za

The cut off date for bid enquiries is 4 February 2022

Cnr Hilda & Arcadia Street
Hatfield Gardens
Hatfield | Pretoria
(T) +27 12 432 1300
(F) +27 12 432 1404



Name and Surname: Tshepiso Mahlake

Telephone: 012 432 1302

E-mail: bids@nlcsa.org.za

Enquiries received will be responded to within two (2) working days of receiving the enquiry.

**THE NLC IS NOT OBLIGED TO ACCEPT THE LOWEST OR ANY BID AND RESERVES
THE RIGHT TO ACCEPT ANY BID IN WHOLE OR PART**