

SARS REQUEST FOR INFORMATION

PROOF OF TECHNOLOGY – MICROSOFT UNIVERSAL PRINT AND SCAN TO MICROSOFT ONEDRIVE

BUSINESS REQUIREMENTS SPECIFICATION

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SARS RFI 07/2022

Business Requirements Specification

Proof of Technology – Microsoft Universal Print and Scan to Microsoft OneDrive

This RFI document sets out the business requirements that SARS has for a Proof of Technology – Microsoft Universal Print and Scan to Microsoft OneDrive, which must be considered by the Vendor/Supplier in compiling a proposal.

1. USAGE OF TERMS IN THIS DOCUMENT

1.1 References to Other Documents in the RFI pack

- RFI Main Document

1.2 Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Vendor/Supplier is referred to the RFI Main Document for the use and meaning of capitalised terms generally in the RFI pack.

Term	Meaning
SP	Service Provider
PoT	Proof of Technology
RFI	Request for information
Bidder(s)	Refers to the Original Equipment Manufacturer (OEM) or the accredited partner

2. BACKGROUND

SARS generally receives its printing services from the National Treasury's Transversal contracts where eligible service providers can do business with Government institutions.

SARS is investigating leveraging existing technologies to manage a fleet of Multifunction Printers in the estate.

SARS needs proof of technology to determine whether this solution meets the enterprise's needs and therefore intends to invite certain brands of printers to participate in the PoT.

3. MINIMUM TECHNOLOGY REQUIREMENTS:

The following are the minimum requirements for participation in the PoT as these would be the main areas of focus:

- The Devices need to integrate seamlessly with Microsoft universal print without any custom development. See: [Universal Print – Cloud Based Print Solution \(microsoft.com\)](https://microsoft.com);
- Devices must be capable of reporting meter readings and Incidents to Universal Print;
- Devices must have the ability to Secure Print, Duplex Print and Scan etc.;
- Devices must have Wi-Fi Capability;
- Devices must have surge and lightning protection;
- The Devices need to have native capability to scan to Microsoft OneDrive securely per user. (Each user's scanned documents need to be saved on his/her OneDrive and Multifactor authentication needs to apply); and
- The Devices need to be configurable to scan to a shared folder and scan to email as options.
- Devices must have a built-in management interface and support for technologies like SNMP to allow for remote monitoring and management.
- Devices must have ability to authenticate with Active Directory and support for standard print protocols like LPR, SMB etc.
- Devices must be able to display usage statistics like page count, toner levels etc.
- Devices must include a built-in data backup and recovery system to prevent data loss in the event of a system failure.
- Devices must adhere to relevant industry standards and regulations, particularly when it comes to data sanitization.

- For easy operation and maintenance, devices should include user manuals and detailed instructions
- Devices should have support to print from smartphones/tablets.
- Devices must have cost saving features like toner saver mode etc.
- Devices must have energy saving modes like sleep and standby mode.
- Printer Drivers should be compatible with Windows 10 and 11.

4. SARS OPERATING ENVIRONMENT

4.1. Application Maintenance and Support

SARS in-house resources must be able to maintain and support the Print and Scan Solution Software. Furthermore, SARS must be able to maintain and support some of the operating processes including Toner and paper replenishment amongst others.

The Service Provider to maintain break fixes on physical Hardware (Printers) and ensure regular firmware updates are conducted.

4.2. Cost Containment

The Supplier/Vendor to indicate what functionality is included in the solution that will allow SARS to govern the usage/costs effectively.

4.3. Governance & Security

The Supplier/Vendor must indicate what capabilities and related flexibilities are provided within the proposed solution to govern and secure the solution and ensure compliance with the SARS enterprise governance framework and security policy.

4.4. Other information required

- What native software agent needs to be installed on the physical Printer?
- Is software on workstations required to use the MFD?
- Is the software licensed and renewable after how long?
- Are trial licenses available for a POT and what is the trial period?
- Is server software/hardware required for the installation? Provide information.

- If a server installation is required, can the installation be centralised, or must the software be installed per site where these MFD devices are located?

5. EVALUATION OF THE PROPOSALS

- SARS evaluate the technical submission, which would have been submitted by the bidder, based on the BRS and other related information.
- Bidders should have relevant experience implementing similar solutions or PoT for other organizations and be able to provide references or case studies.
- SARS will then shortlist bidder, as per their technical submission and those bidders that would have been shortlisted, will then be invited to implement their capable MFD's at SARS Head Office in Brooklyn Pretoria.
- The bidders that would be invited will need to implement their "Scan to OneDrive" or "Microsoft Connector" software on their MFDs and configure the functions together with SARS Technical resources to test the solution.
- The bidder together with SARS technical resources would configure Microsoft Universal print to govern and monitor the MFDs and desktops/Laptops connected to the printers.
- The bidder together with SARS technical resources are required to troubleshoot and remediate any problems experienced at best effort.
- The bidder(s) are requested to advise SARS of any innovative capabilities that may be explored or have been overlooked.
- The bidder(s) are requested to provide SARS with general costings for the solution. including a breakdown of all the costs associated with the solution, such as hardware, software, installation, maintenance, and support.