



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

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SCM TERMS OF REFERENCE: RFB SAHRA 05/2025

THE SOUTH AFRICAN HERITAGE RESOURCES AGENCY INVITES SUITABLY QUALIFIED SERVICE PROVIDERS FOR SUPPLY, INSTALLATION, SUPPORT AND MAINTENANCE OF MANAGED PRINTING SOLUTIONS ON AN OPERATING LEASE FOR A PERIOD OF 36 MONTHS.



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1. PURPOSE

- 1.1. The South African Heritage Resources Agency invites suitably qualified service providers for supply, installation, support and maintenance of managed printing solutions on an operating lease for a period of 36 months.

2. BACKGROUND

- 2.1. The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sport, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2. SAHRA is a statutory entity established under the National Heritage Resources Act, No. 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance. SAHRA has several properties situated in the various provinces of South Africa. All these properties are heritage sites in terms of the above-mentioned Act.
- 2.3. SAHRA is looking to appoint a suitably qualified service provider, experienced, and accredited service provider for supply, installation, support and maintenance of managed printing solutions on an operating lease for a period of 36 months.
- 2.4. The following were identified as objectives: a) Acquisition of printing solution that can cope with SAHRA printing volumes. b) To curb and control spending on printing solutions.

3. SCOPE AND SERVICES REQUIRED

The supply and installation of eight (8) new multi-function printers of high quality as per specifications provided.

3.1. SAHRA OFFICES:

- Site 1: 79 Roeland Street, Cape Town, 8001;
- Site 2: The Pierneef Museum, 218 Madiba Street, Tshwane, 0001;
- Site 3: 40a Somerset Street, Makhanda, 6139; and
- Site 4: Onderdal School, Daljosaphat, Roggeland Road, Paarl, 7646.



3.2. TECHNICAL REQUIREMENTS:

It is expected that bidders must possess the necessary skills, competencies, and accreditation to comply with and be able to perform the services as listed below. The projected below are minimum specs for all machines.

- The supply, installation, configuration and licensing for the duration of the contract of print management software such as PaperCut MF for unlimited users or similar.
- **The supply and installation of 3 (Three) new multi-function printers of high quality (High-end machines. For example: Xerox AltaLink C8155 MFP – Colour, anything similar to this printer). For the following Offices:**
 - Cape Town (79 Roeland Street) = 2
 - Pretoria = 1

STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/SCANNER)	
FUNTIONALITY	MINIMUM REQUIREMENTS
Connected and Managed with Printing Management and Monitoring Software	Y
Colour Printing	Y
Copy	Y
Print	Y
Print to user box	Y
Touchscreen functionality	Y
Scan in colour (A4 and A3)	Scan to E-Mail, USB, & Folder
Duplex Compatible	Y
Min Pages per minute (mono)	55
Min Pages per minute (colour)	55
Drawer paper capacity	500
Minimum monthly volume (copy / print)	30 000
Bypass Tray	Y
Automatic Document Feeder	Y
2 * Standard Drawers	Y
Print on A3 & A4	Y
Memory Size (minimum)	4GB
HDD Capacity (minimum)	160GB
User authentication	Y
Secure print to a user box	Y
Ethernet	Y
USB Port	Y
Wi-Fi and NFC Enabled	Y
Mobile and Cloud able	Y
Professional Finisher	Y
Additional Drawers	Y
Staple kit	Y

Punch kit	Y
EXTRA's	
Surge Protector	Y

- **Colour machine (Quantity = 5) (For example: Xerox Versalink C405DN MFP – Colour, anything similar to this printer) For the following Office(s):**

- Cape Town (79 Roeland Street) = 3
- Makhanda = 1
- Paarl = 1

STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/SCANNER)	
FUNTIONALITY	MINIMUM REQUIREMENTS
Printing Management and Monitoring Software	Y
Colour Printing	Y
Copy	Y
Print	Y
Print to user box	Y
Touchscreen functionality	Y
Scan in colour (A4 and A3)	Scan to E-Mail, USB, & Folder
Duplex Compatible	Y
Min Pages per minute (mono)	40
Min Pages per minute (colour)	40
Drawer paper capacity	500
Minimum monthly volume (copy / print)	3 000
Bypass Tray	Y
Automatic Document Feeder	Y
Memory Size (minimum)	4GB
HDD Capacity (minimum)	60GB
User authentication	Y
Secure print to a user box	Y
Ethernet	Y
USB Port	Y
Wi-Fi and NFC Enabled	Y
Mobile and Cloud able	Y
EXTRA's	
Surge Protector	Y

3.3. SYSTEM FUNCTIONALITY / FEATURES:

- Print management software for print management and monitoring such as PaperCut MF for unlimited users or similar.
- Follow me functionality / Print Roaming, i.e. users can print and release printout from any printer.

- Users will, from time to time, require printing from mobile devices, thus requiring all devices to have mobile (BYOD) functionality.
- Remote management of all printer hardware.
- Service maintenance of all supplied printers including cartridges, parts, labour, installation, and travel.
- Remote monitoring for pro-activeness to determine toner levels, meter readings.
- Embedded remote technology to track utilisation and billing.
- Suitable new hardware to have touchscreen functionality - preferably one-touch scanning to be able to continue to be used for the SAHRA future digitization strategy.
- Must work with print server functionality. The print server software and installation must form part of the proposal.
- Preference will be given to solutions that offer cloud-native or hybrid print management capabilities, enabling secure printing without the need for traditional on-premises print servers. This should support remote access, scalability, and improved disaster recovery.
- Managed solution must provide interactive data analytics and visualisation for reporting.
- The solution must support secure print release, user authentication, and data encryption (in transit and at rest), and comply with the Protection of Personal Information Act (POPIA) and other applicable data protection regulations.
- The devices to be remotely managed and monitored for operational status, usage volumes and the pro-active replenishment of consumables.
- Prospective service providers must be able to provide proof of their ability to integrate to ECM and EDRMS platforms by means of historical successful project completion and customer testimonials.
- Latest technology machines, not older than 2 years in the market.

3.4. EQUIPMENT DELIVERY, INSTALLATION AND SUPPORT:

- The successful bidder will be required to deliver and configure the printers to their respective offices.
- Support and maintenance will be required to be conducted at the offices where the printers will be located.
- Faulty Hardware that cannot be repaired on site for whatever reason, will need to be replaced within one work week, to ensure business continuity and minimal loss of productivity.
- Replacement of faulty printers, with a minimum turnaround time of 7 working days, to ensure minimal loss of productivity.
- The successful bidder will be required to monitor toner levels, and pro-actively replace the toners before they are finished.
- A dedicated Account Manager and a support desk operating according to business requirements of the SAHRA to maximise service availability and improve user experience.
- A service level agreement to guarantee and measure service performance will be signed.
- Monthly SLA review meetings will be conducted.

- Estimated time of arrival (ETA) to be indicated on the quotations Printers to be delivered installed and tested, to the satisfaction of SAHRA at all the offices as per the above location indicators.
- Bidders are requested to submit a Project Plan which clearly articulates how the project will be delivered and carried out. This Project Plan should detail project deliverables and timelines. Preferably a detailed activity-based project plan with clear deliverables (supply and installation) milestone per office.

3.5. HANDOVER AND TRAINING:

In order to maximise adoption and usage of the system, the appointed service provider will be required to provide, amongst others the following:

- Setup, installation, all programming, and handover to SAHRA.
- Technical training on print server management and basic printer troubleshooting.
- Basic user training on the printing equipment.
- Standard Operation Procedures.

3.6. PRODUCTS SPECIFICATIONS:

- a) Service provider **MUST** provide detailed implementation schedule and timelines.
- b) Service provider **MUST** provide a proposal that includes ALL installation, project fees and delivery costs to commission the solution.
- c) Proposal to include all Service Maintenance of all 8 devices at their respective locations including cartridges, parts, labour, installation, and travel for the duration of the agreement; (Include a draft SLA document to this effect).
- d) Pricing to include for all rental and services for a minimum period of 36 months, including all fees, cost of implementation and insurance. Scanning as a function on all devices is deemed included in the device fee and not per page or document scanned. (Proof of insurance to be included in submission).
- e) A clear separate quotation for managed print services software that can integrate to active directory (minimum 150 users) and allows for print server and end-device security, user group management, user management via rules e.g. print quantity, quality etc. as well as follow-me-printing, departmental reporting (and billing) and integration to other content management functions as required by the customer. The amount to be added to the final amount.
- f) Proposal to include the printing cost per copy and this should **NOT** be added to the final amount. The Cost per copy costing should indicate the cost of black and white as well as the cost for colour.
- g) Service providers are encouraged to propose devices that are Energy Star certified or equivalent, and to outline any sustainability initiatives such as toner recycling programs, low power consumption modes, or environmentally friendly packaging.

4. TERMS AND CONDITIONS OF PROPOSALS

- 4.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each respective service provider. SAHRA 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.

- 4.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 4.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 4.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 4.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 4.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 4.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 4.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 4.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 4.10 The proposals should be valid and open for acceptance by SAHRA for a period of 30 days from the date of submission.
- 4.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 4.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 4.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 4.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.



4.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote.

4.16 The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.

4.17 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.

4.18 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms

4.19 RETURNABLE DOCUMENTS

- a. SBD 1 Invitation Bid
- b. Tax Compliance Status Pin
- c. SBD 3.3 Pricing Schedule
- d. SBD 4 Declaration of Interests form
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. SBD 7.2 Contract Form (Rendering Services).
- g. General Conditions of Contract

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

5. ANTICIPATED TIME SCHEDULE AND PROCESS:

Request for Tenders Issued	SAHRA Website & e-tender	18 November 2025
Closing date & Opening of BID's	BIDs opened at SAHRA Head Office	09 December 2025

6. EVALUATION CRITERIA

All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Prequalification criteria (Obtaining 100% on Mandatory Criteria, failure to obtain 100% will disqualify your tender and not proceed further.)

6.1. MANDATORY CRITERIA:

- a) The below documents must be submitted and clearly marked according to the relevant annexures as indicated below:

No.	Annexure:	Description:	Comply	Not Comply
1.	A	<p>Original Equipment Manufacturer (OEM) accreditation</p> <p>The bidder must be accredited to supply, install and maintain the proposed Multi-Functional Printers (MFP's).</p> <p><u>Evidence required:</u></p> <p>The bidder must attach a certificate or letter that states that the Bidder is accredited to distribute or resell printers or printing solutions and printer equipment. If a certificate cannot be provided, an official letter signed by an authorised representative from the Original Equipment Manufacturer (OEM) and or distributor confirming the certification/accreditation status, must be provided. The letters must not be older than 12 months.</p>		
2.	B	<p>Multi-Functional Printer Insurance</p> <p>The bidder must have insurance for multifunctional printers that they will be leasing.</p> <p>The bidder must provide proof of the insurance</p>		
3.	C	<p>Multi-Functional Printer Specifications</p> <p>The proposed Multi-Functional Printer machines must meet the minimum specifications outlined under section 3: Scope and Services above.</p> <p>The bidder must submit the proposed printer models, specification sheet in full detail</p>		

	highlighting where they meet or exceed the specified requirements.		
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NB: Failure to submit any of the above-requested mandatory documents and comply with the requirements will lead to the bidder being disqualified and not considered for further evaluation on the Other Technical Requirements.

6.2. FUNCTIONAL CRITERIA

- **Phase two: Technical Evaluation**

Only bidders that have met the set pre-qualification and mandatory criteria will be considered for functional evaluation.

No.	Criteria	Weight
1.	<p>Provide a company profile which includes the following, supported by the CIPC certificate: The number of years that the company operates with clear credentials and experience in supplying and supporting lease printers:</p> <p>Years 0 (1) Years 1-3 (10) Years 4-6 (20) Years 7 and more (30)</p> <p>Please indicate the start date when the company started to supply and support printers. No points will be allocated if the company profile and CIPC certificate is not attached.</p>	30
2.	<p>Experience & References: Reference letters required with contactable references for similar completed projects (supply, installation, support and maintenance of network and desktop printing equipment). Reference letters must be for bidder's clients within RSA public sector. Reference letters must be from within RSA on the supply, installation, and maintenance of network and desktop printing equipment. Reference letters must be on company letterhead signed by company representative of the bidder's client.</p> <ul style="list-style-type: none"> • Four (4) or above signed reference letters from different clients submitted = 30 points • Three (3) signed reference letters from different clients submitted = 20 points • Two (2) signed reference letters from different clients submitted = 10 points • One (1) signed reference letters submitted = 5 points 	30

	<ul style="list-style-type: none"> • No reference letters submitted = 1 point <p>Contactable references must include name of company, contact details, project description, and project period.</p> <p>Important: In the event of sub-contracting, the bidder must furnish the above reference letters of the main contractor and the main contractor's certificate confirming the bidder's involvement in each project.</p>	
3.	<p>Profiles or CVs of key project team members to be attached, e.g., Project Manager and Account/Service Manager.</p> <p>3.1. Relevant experience of Project Manager in managing similar projects. Profile or CV should clearly indicate the projects.</p> <ul style="list-style-type: none"> • 5 years and above = 15 points • 3 to 4 years = 10 points • 1 to 2 years = 5 points • Less than a year = 1 point <p>3.2. Relevant experience of Account/Service Manager. Profile or CV should clearly indicate the accounts managed previously.</p> <ul style="list-style-type: none"> • 5 years and above = 15 points • 3 to 4 years = 10 points • 1 to 2 years = 5 points • Less than a year = 1 point 	30
4.	<p>ECM/EDRMS Integration Capability</p> <p>Demonstrated ability to integrate with ECM/EDRMS platforms (e.g., M-Files, SharePoint, etc.) through historical successful project completion and customer testimonials.</p> <ul style="list-style-type: none"> • Clear evidence of integration with ECM/EDRMS platforms = 10 points • Partial or unclear evidence = 5 points • No evidence provided = 1 point 	10
		100

A bidder must obtain a minimum of 60 points on the prequalification phase to progress to the next phase. Failure to obtain 60 points will render your proposal non-responsive.

- **Phase three:** Preference points on specific goals as follows.



Preference Point System	Points
Price	80
Special Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100

6.3. Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

6. SUBMISSION OF QUOTATIONS

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Supply Chain Management - **Bid No: RFB SAHRA 05/2025**

Bids must be deposited in the Tender Box located in Cape Town:
South African Heritage Resources Agency
111 Harrington Street
Cape Town
8000
Bids can also be emailed to: tenderinfo@sahra.org.za

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

7. CLOSING DATE AND TIME: 09 December 2025 at 11:00 am NO LATE BIDS WILL BE ACCEPTED

8. For Supply Chain Management, please contact:

Mr Zamankosi Makhubu

Supply Chain Management Senior Compliance Officer
111 Harrington Street
Cape Town
8000
Email: zmakhubu@sahra.org.za

