



Road Traffic Management Corporation

**REQUEST FOR PROPOSAL: BULK
PRINTING SOLUTION FOR THE MOTOR
VEHICLE LICENCES (MVLs)**

RTMC RFP NO: 02/2023/24

CONDITIONS AND UNDERTAKINGS BY BIDDER IN RESPECT OF THIS BID

1. **Proprietary Information**

Road Traffic Management Corporation (RTMC) considers this bid and all related information, either written or verbal, which is provided to the bidder, to be proprietary of RTMC. It shall be kept confidential by the bidder and its officers, employees, agents and representatives. The bidder shall not disclose, publish, or advertise this specification or related information to any third party without the prior written consent of RTMC.

2. **Enquiries**

- 2.1 All communication and attempts to solicit information of any kind relative to this bid should be channelled to the email below, however the cut-off date will be on the **05 December 2023**.

Name	RTMC
Email Address	Bidadmin@rtmc.co.za

- 2.2 All the documentation submitted in response to this bid must be in English.
- 2.3 The RTMC may respond to any enquiry in its sole discretion and the bidder acknowledges that it will have no claim against the RTMC on the basis that its bid was disadvantaged by lack of information, or inability to resolve ambiguities.

3. **Validity Period**

Responses to this bid received from bidders will be valid for a period of **120 days** counted from the closing date of the bid.

4. **Supplier Performance Management**

- 4.1 Supplier Performance Management is viewed by the RTMC as critical component in ensuring value for money acquisition and good supplier relations between the RTMC and all its suppliers.
- 4.2 The successful bidder shall upon receipt of written notification of an award, be required to conclude SBD 7.2 and Service Level Agreement (SLA) with the RTMC, which will form an integral part of the agreement. The SLA will serve as a tool to measure, monitor and assess the Bidder 's performance level and ensure effective delivery of service, quality and value-add to RTMC business.

4.3 Should the successful bidder fail to sign the SBD 7.2 and the SLA when called upon to do so, the RTMC may without prejudice to any other rights it may have -

4.3.1 cancel the contract that may have been entered into between the successful bidder and the RTMC and the successful bidder shall pay to the RTMC any additional expenses incurred by the RTMC having either:

4.3.1.1 to accept any less favourable Bid or,

4.3.1.2 if new Bids have to be invited, the additional expenditure incurred by the invitation of fresh Bids and/ or by the subsequent acceptance of any less favourable Bidder.

5. Instructions on submission of Bids

5.1 Bids should be submitted as follows:

5.1.1 Technical envelopes

- Two (2) copies for technical responses/functional evaluation (1 Original and 1 copy)
- PDF electronic copy in a memory stick of the technical responses/functional (to be enclosed in the envelope which contains the original document)

5.1.2 Financial envelopes

- Pricing proposals should be submitted separately Two (2) copies (1 Original and 1 copy)
- PDF electronic copy in a memory stick of the pricing proposals (to be enclosed in the envelope which contains the original document)

5.2 All envelopes to be sealed and endorsed, **RTMC RFP 02/2023/24: Request for proposal: bulk printing solution for the Motor Vehicle Licences (MVLs).**

5.3 The sealed envelope must be placed in the bid box at the Main Reception area of the **RTMC Eco Origin Office Park, Block F, 349 Witch-Hazel Street, Highveld, Centurion Ext 79, 0157** by no later than **11:00am on 11 December 2023.**

5.4 **Compulsory Briefing session: Online/Virtual**

5.4.1 The online/Virtual compulsory briefing session will be held on **27 November 2023** at **10:00am.**

5.4.2 Bidders are required to register for a compulsory briefing session by submitting necessary information to bidadmin@rtmc.co.za by not later than **23 November 2023 at 14:00pm** in order to be eligible to participate in the compulsory briefing and the bid process.

The following information is required to register for a briefing session:

- Company Name
- CSD Registration number
- Name and Surname of the Representative

Bidder/s who fail to comply with the above requirement will not be considered the compulsory briefing session.

5.4.3 Upon registration a link will be shared with the bidders to enable them to participate on the stated virtual meeting.

5.4.4 Bidders will be required to login using their company name, thirty (30) minutes before the starting time of the briefing session to allow for a virtual registration. Example, if the session starts at 10:00am bidders will be allowed to login at 09:30am and session will start promptly at 10:00am.

5.4.5 After the briefing session a **signed briefing certificate will be emailed** to all the bidders who were part/attended the online/virtual briefing session.

NB: The mentioned briefing certificate must be attached on the bid documents upon submission on the closing date of the bid. (Failing which will invalidate the bid)

5.5 The bidder's company name, closing date and the return address must also be endorsed on the envelope.

5.6 All bids submitted must be signed by a person or persons duly authorised thereto.

5.7 If a courier service company is being used for delivery of the bid document, the bid description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered into the bid box. The RTMC will not be held responsible for any delays where documents are not placed in the bid box before closing time.

5.8 Bid received by email, facsimile or similar medium will not be considered.

5.9 Where a bid document is not placed in the bid box at the time of the bid closing, such a bid document will be regarded as a late bid. **Late bids will not be considered.**

5.10 Amended bids may be sent in an envelope marked “**Amendment to Bid**” and should be placed in the bid box before the closing time.

5.11 Bidders should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by RTMC in regard to anything arising from the fact that pages are missing or duplicated.

6. Undertakings by the Bidder

6.1 The bidder accepts that all costs incurred in preparation, presentation and any demonstration in relation to this bid shall be for the account of the bidder.

6.2 The bidder hereby offers to render all or any of the services described in the attached documents to the RTMC on the terms and conditions and in accordance with the specifications stipulated in this bid documents (and which shall be taken as part of, and incorporated into, this proposal at the prices inserted therein).

6.3 The bidder shall prepare for a possible presentation should RTMC require such and the bidder shall be notified thereof no later than 4 (four) days before the actual presentation date. Such presentation may include demonstration of products or services as called for by the RTMC in relation to this bid.

6.4 The successful bidder hereby accepts full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on him/her under this agreement as the principal(s) liable for the due fulfilment of this contract.

6.5 Bidders should note that should its Bid be accepted, and should the Bidder be unwilling or unable to commence the Services on the commencement date due to circumstances that are within its control, the RTMC shall be entitled, without prejudice to any other rights it may have –

6.5.1 to terminate the contract; or

6.5.2 claim specific performance from the successful bidder;

and claim damages from the successful bidder.

6.6 The bidder furthermore confirm that he/she has satisfied himself/herself as to the correctness and validity of his/her bid response that the price(s) and rate(s) quoted cover all the work/item(s) specified in the bid response documents and that the price(s) and rate(s) cover all his/her obligations under a resulting contract and that he/she accept that any mistakes regarding price(s) and calculations will be at his/her risk.

7. RTMC's Rights and Obligations

7.1 The RTMC reserves the right not to accept the lowest bid or any bid in part or in whole. RTMC normally awards the contract to the bidder who proves to be fully capable of handling the contract and whose bid is technically acceptable and/or financially advantageous to the RTMC.

7.2 The RTMC also reserves the right to award this bid as a whole or in part without furnishing reasons.

7.3 The RTMC reserves the right to conduct a site visit at the premises of the offices or at any client sites if so required.

7.4 The RTMC reserves a right to amend any bid conditions, validity period, specifications, or extend the closing date of bid prior to the initially stated closing date. Bidders will be advised in writing of such amendments in good time.

7.5 The RTMC reserves the right to request all relevant information, agreements and other documents to verify information supplied in the bid response. The bidder hereby gives consent to the RTMC to conduct background checks on the bidding entity and any of its directors/trustees/shareholders/members.

7.6 The RTMC acknowledge and agree that all data and Personal Information provided by the bidder to the RTMC, or to which the RTMC may be exposed, shall constitute Personal Information.

7.7 The RTMC hereby undertakes–

7.7.1 in favour of the bidder that it shall at all times strictly comply with the Protection of Personal Information Act, 2013 (Act No. 4 of 2013) and any other legislation related to the protection of Personal Information;

- 7.7.2 to use its best efforts to keep Personal Information confidential and shall not disclose any Personal Information to any other person except as required by law, save to the extent set out in this bid;
- 7.7.3 at the RTMC's option, return or destroy any Personal Information once it is no longer required for the purposes of performing its obligations under this Bid or any directly related purpose; and
- 7.7.4 not process Personal Information for any purpose other than to perform its obligations under this bid.

8. SPECIAL INSTRUCTIONS TO BIDDERS

- 8.1 Bidders shall provide full and accurate answers to the questions posed in this document.
- 8.2 Bidders **must** substantiate their response to all questions, including full details on how their proposal/solution will address specific functional/technical requirements. All documents as indicated must be supplied as part of the bid response.
- 8.3 The RTMC reserves the right to sign a Service Level Agreement (SLA) with the service provider to supplement services in an agreement in this regard.
- 8.4 RTMC reserves the right to include any additional related items on the contract that are currently not part of the bid document.
- 8.5 The RTMC will not be held responsible for any costs incurred in the preparation and submission of bid documents.
- 8.6 RTMC reserves the right to verify information provided by bidders and any misrepresentation will lead to disqualification of the bidder.
- 8.7 The appointed bidder will be expected by the RTMC to maintain and service all the equipment supplied and installed for the period of the Service Level Agreement.
- 8.8 The bidder must indicate the life span of the machine they envisage to propose to the RTMC.
- 8.9 The appointed bidder must advise the RTMC on the electricity voltages required for the operation of the machine for proper plenary on upgrading the hosting area.
- 8.10 The appointed bidder must be able to relocate the machine to another office at the request of the RTMC (service on request).
- 8.11 Bidders will be required to submit their full OHS process file prior installation of the machine.

8.12 Stringent penalty clauses will be determined at the SLA negotiation stage.

SECTION: 2

SPECIFICATION DETAILS AND FUNCTIONALITY REQUIREMENTS

SECTION 2: TECHNICAL REQUIREMENTS/ SPECIFICATIONS

1. PURPOSE

The purpose of this proposal is to invite potential service providers to submit written proposals for a bulk printing solution for the Motor Vehicle Licences (MVLs).

2. BACKGROUND

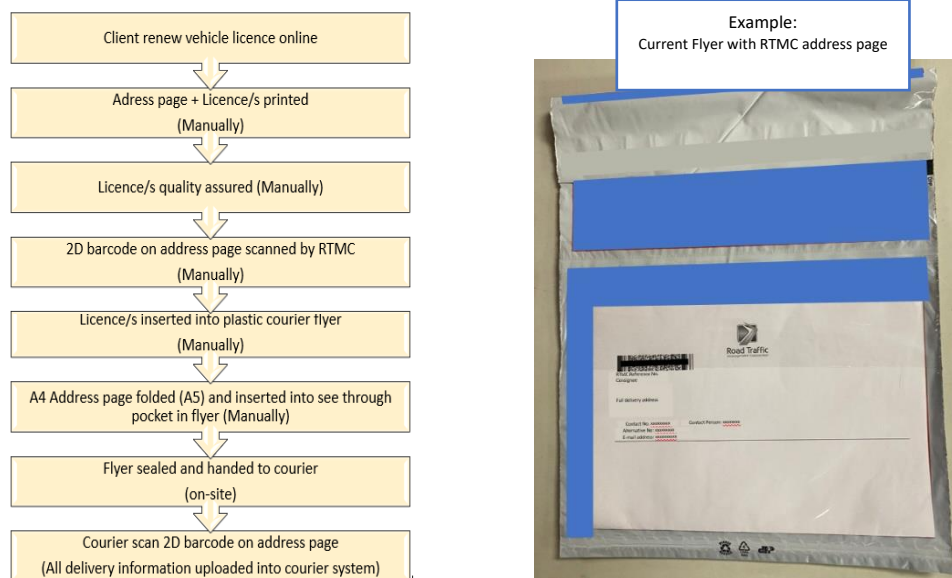
- 2.1 The RTMC is looking to operate an inhouse printing unit specially designed to support the Motor Vehicle Licence solution of the RTMC. Currently, the printing of the Motor Vehicle Licence (MVL) is done inhouse but on limited printing capacity. After printing, a manual process is followed to fold and insert MVLs in envelopes; thereafter handed over to the appointed agent to sort and prepare for delivery. A machine that can automate the entire print and sorting process would not only make the entire process more efficient but would also position the RTMC to provide an end-to-end inhouse solution rather than outsourcing it to various service providers as is the case currently.

3. DETAILED SPECIFICATION AND SCOPE OF WORK

3.1 Specification

- 3.1.1 There are currently over 13 million vehicles in South Africa which are mandated by the Road Traffic Act 93 of 1996 to be licenced by means of a motor vehicle licence with a disk. There are various options to licence the vehicles on an annual basis such as at a road traffic authority. Due to long queues experienced at many of such facilities, the RTMC embarked on providing an online motor vehicle licensing system which includes the delivery of vehicle licences by a courier agent at a client's preferred address.
- 3.1.2 The RTMC online solution went live in February 2022, to date more than 1 000 000 licences were renewed and delivered with the number of renewals ever increasing. The current average is 4 000 – 5 000 prints per day. The licences are printed on Face Value Documents (example in Annexure A) in black ink (monochrome printing only, no duplex printing will be needed).
- 3.1.3 A client may renew 1 or more vehicle licence/s for which one standard white A4 address page is printed (Annexure B). After printing, the licence/s per client is/are quality

assured and inserted into an A4 plastic flyer with the said address page folded A5 size into the plastic courier flyer transparent pouch.



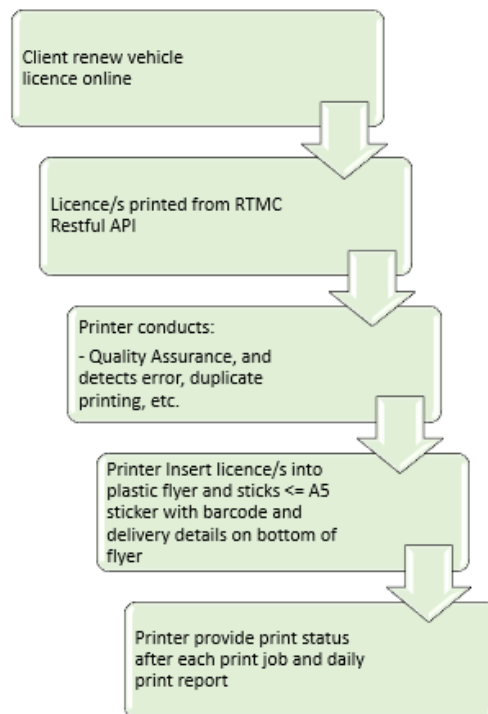
3.1.4 The vehicle licences need to be printed on a 'pre-printed' Face Value Document and the current percentage vehicle licences vs parcels is $\pm 75\%$. This means that the parcels will be less than the printed vehicle licences as one or more licence may be added to a parcel for a client, e.g., a client might license 5 vehicles in one transaction which will have one address page and 5 licences within each parcel.

3.1.5 The RTMC introduced a bulk printing solution for owners of large fleets. Some of these clients prefer to collect their vehicle licences rather than have it couriered. The licences for these clients will only be printed and not inserted into the courier flyer, it is set aside for collection. The printing solution should be able to identify and print for the batches to be set aside for collection. The bulk printing is approximately 8% of the total licences printed.

3.1.6 The required printing solution should be able to:

- Print the vehicle licence/s linked to each transaction,
- Quality assure each print,
- Insert the designated licence/licences into a plastic waterproof sealed courier flyer,

- Paste a sticker (not > than A5 on the bottom of the flyer) with Pdf 417 barcode, consignee name, address etc. (see current Flyer with RTMC address page on the example image in 3.1.3 above)



- 3.1.7 The maintenance of requirement is that the printing solution must be able to run 24/7 if needed, with maintenance of 24/7 on request. Printing will be done daily, and the solution must be able to print, insert, and / stick at least 5 000 parcels per hour.
- 3.1.8 Only bids for a total printing solution will be accepted, including maintenance.
- 3.1.9 The barcode will contain delivery information which will be scanned by our courier agent as well as printing information for our current manual QA process which needs to be automated, e.g., the referenced for that parcel and the number of discs associated with it.
- 3.1.10 Currently the address page barcode is scanned which links the licences of the transaction with a sequence number. The address page prints first with the licence/s relevant to the transaction following. The current manual process is to be eradicated.
- 3.1.11 The RTMC can amend and/or add any number of barcodes onto the current delivery page (new solution to print A5 sticker on Flyer). The licence with the disc on it is a Face Value Document and may not be changed without extensive legislative amendments.
- 3.1.12 Every parcel has a reference number. The RTMC needs the electronic print status report after documents have printed, a RESTful API will be provided. As the processing

will be done on-premises, a local network integration is preferred. A print file will be generated from the NaTIS Printing Service.

3.1.13 The RTMC has the required hosting infrastructure capacity available with IT support.

3.1.14 Even though green initiatives are always motivated by the RTMC, currently the sealed plastic type flyer is the requirement.

3.1.15 Certificate of Compliance (CoC) for the installation and operation of equipment is required in line with the OHS Act.

3.1.16 A maximum response time of 1 hour from the logging of a breakdown call will be required with a 4-hour repair period.

3.1.17 Printing of Vehicle licences are during weekdays, weekends and/or public holidays (if needed) from 07:00 to 18:00.

3.1.18 Simplex printing is required with sheet feeder capacity to meet the 5 000 per hour printing requirement.

3.1.19 Closed loop verification is required with an automated print file which will be provided by the RTMC, and the printing solution must cater for reporting and exceptions per job.

3.1.20 The printing solution should be modular and capable of printing documents with ink laser jet non-fading black ink with minimum PCL5 support.

3.1.21 All consumables for the said printing volumes should be included in printing solution offer excluding the Face Value Document, the standard A4 size paper as well as the courier flyer.

3.1.22 The printer should be able to accommodate the paper specification as per below:

- Standard A4 printing paper
- Face Value Document
 - Density: 95GSM
 - Dimensions: ISO A4
 - Weight: Density * ISO A4 = 592.515g per 1000 sheets

3.1.23 A sample package will be provided to potential bidders on request. This will have to be collected at RTMC offices and must be returned with the proposal.

SECTION: 3

EVALUATION CRITERIA

1. EVALUATION CRITERIA

The bid will be evaluated in the following stages:

(a) Stage 1 - Standard Compliance Requirements

Bidders are expected to submit and comply with all the required Standard Compliance Requirements. Failure to comply with these requirements, will lead to bidders being disqualified from evaluation. Below are Standard Mandatory requirements:

- Bidders are required to submit bid document as follows:
 - one original,
 - one hard copy
- PDF electronic copy in a clearly marked/ labelled memory stick. Documents submitted on electronic copy must be the same documents as the hard copy (original).
- All standard bidding documents must be duly completed and signed by authorised person. In case of a JV, Consortium or similar relationship/arrangements; bidders must submit standard bidding documents for entities in an arranged business relationship and accompanied by an agreement.
- Bidders must be registered with National Treasury Centralised Supplier Database.
- Compulsory Briefing Session Certificate

(b) Stage 2 - Functionality Evaluation

This stage will be on written responses/ proposals which consists of **100 points**.

Bidders will be required to score a minimum of seventy (70) points in order to qualify for a stage 3.

(c) Stage 3 – Price and Preference Points Evaluation Bidders will be evaluated on an 80/20 (i.e., 80 points on Price, 10 points on B-BBEE and 10 points for Specific Goals).

1.1 STAGE 1 – STANDARD COMPLIANCE REQUIREMENTS

STANDARD COMPLIANCE REQUIREMENTS	Comply (Yes / No)	Reference Page
ENVELOPE ONE (1)		
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF electronic copy in a memory stick		
Compulsory Briefing Session Certificate		
Proof of CSD Registration. (CSD number or report) Registration on CSD (available on www.csd.gov.za)		
SBD1: Invitation to bid and company information		
SBD4: Declaration of interest		
SBD6.1: Preference points claim form		
ENVELOPE TWO (2) – PRICING SCHEDULE		
Total Number of copies submitted – Two (2) (1 original and 1 copy) PDF electronic copy in a memory stick		
SBD 3.1: Pricing Proposals for the specified Bulk Printing Solution (bidders must submit a quotation on at least one of the following three options): a) Outright purchase of the solution with a 36-month maintenance and support, with an option to procure an extended support of 24 months, b) Finance Lease of the solution with a 36-month maintenance and support, with an option to procure an extended support of 24 months, c) Operating Lease of the solution with a 36-month maintenance and support, with an option to procure an extended support of 24 months.		

SBD6.1: Preference points claim form		
--------------------------------------	--	--

NB: Failure to comply with the above requirements will lead to a disqualification of the bidder.

1.2 STAGE 2 – FUNCTIONALITY CRITERIA

FUNCTIONAL EVALUATION WILL BE ON WRITTEN RESPONSES/PROPOSALS

DESCRIPTION	POINTS
A. Bidders Relevant Experience and Similar Work Done	40
<p>A1. Bidders to demonstrate experience in bulk printing solution and similar work done in supply, delivery, installation, commissioning, maintenance and support services = 40 points</p> <ul style="list-style-type: none"> ▪ 1 to 2 successful projects = 20 points ▪ 3 to 5 successful projects = 30 points ▪ 6 or more successful projects = 40 points <p>Compliance requirement:</p> <p>The bidder must submit clearly visible reference letters in clients' letterhead indicating all the below-mentioned details.</p> <ul style="list-style-type: none"> • Name of the institution/entity where services were rendered, • Address of the institution/entity where services were rendered, • Duration/Period, and • Contact details, • Reference letters must be signed by the authorised person/s with dates. <p>NB: Bidders are required to ensure that information provided is accurate and correct as the RTMC reserves the right to conduct reference checks.</p>	
B. Project Implementation Plan	30
<p>Bidder must provide the project implementation and methodology plan with time frames.</p> <ul style="list-style-type: none"> • Project Implemented and Training within 1 - 2 months = 30 points • Project Implemented and Training for 3 – 4 months = 20 points • Project Implemented and Training over 4 months = 15 points 	

<p>Compliance requirement:</p> <ul style="list-style-type: none">• Bidder must provide the Gantt Chart clearly outlining the delivery, installation and commissioning of the machine.• Bidder must submit a detailed training plan to define the training development requirement (training manuals, number of hours to be spent, etc.) and the number of people they will be training as well as the duration thereof (training must be in English).													
<p>C. Maintenance and Support</p>	<p>30</p>												
<p>The bidder must be able to provide maintenance and support plan in accordance with the following levels:</p> <p>- Level 1: Operations</p> <p>The bidder must be able to assist onsite by means of software and/or hardware equipment. The onsite maintenance and support team must reconfigure, replace and repair identified level 1 parts and consumables. The operator should be able to know when to escalate the maintenance task to level 2 status.</p> <p>- Level 2: Technicians</p> <p>The bidder must be able to allocate at least two dedicated technicians to provide onsite maintenance and support upon request in line with specification. The technician should be able to know when to detect and support capability to resolve level 2 problems by means of in-depth analysis and troubleshooting techniques.</p> <p>Compliance requirement:</p> <ul style="list-style-type: none">• A detailed maintenance and support plan should include the above and adhere to the following requirements: <table><tr><td>Minimum Time to Respond (MTTR)</td><td>Minimum Time to Repair (MTTr)</td><td>Points</td></tr><tr><td>1 Hour</td><td>4 Hours</td><td>30 Points</td></tr><tr><td>2 Hours</td><td>6 Hours</td><td>20 Points</td></tr><tr><td>4 Hours</td><td>8 Hours</td><td>10 Points</td></tr></table>	Minimum Time to Respond (MTTR)	Minimum Time to Repair (MTTr)	Points	1 Hour	4 Hours	30 Points	2 Hours	6 Hours	20 Points	4 Hours	8 Hours	10 Points	
Minimum Time to Respond (MTTR)	Minimum Time to Repair (MTTr)	Points											
1 Hour	4 Hours	30 Points											
2 Hours	6 Hours	20 Points											
4 Hours	8 Hours	10 Points											
<p>SUBTOTAL</p>	<p>100</p>												

NB: BIDDERS ARE EXPECTED TO SCORE AT LEAST 50% OF THE POINTS ALLOCATED WITHIN EACH OF THE THREE CATEGORIES. HOWEVER, BIDDERS ARE EXPECTED TO SCORE A MINIMUM OF SEVENTY (70) POINTS IN ORDER TO QUALIFY FOR STAGE 3.

1.3 STAGE 3 – PRICE AND B-BBEE (SPECIFIC GOAL EVALUATION)

Bidder/s who qualify for this stage will be evaluated using the PPPFA and the one scoring the highest points will be awarded the bid:

CRITERIA	MAXIMUM POINTS
Price	80
EME or QSE	5
Black Owned Company	7.5
Women Owned Company	2.5
Youth Owned Company	2.5
*Company owned by people living with disabilities	2.5
Grand Total	100

*** Medical Practitioners letter must be attached.**

SECTION: 4

ANNEXURE AND

STANDARD BIDDING

DOCUMENTS

See the attached SBD forms

(All SBD forms must be

signed)

BIDDING DOCUMENTS: GENERAL INFORMATION

1. The bidding forms are drawn up so that certain essential information is to be furnished in a specific manner. Any additional shall be furnished in the enclosed questionnaire(s) or in a separate annexure.
2. The bidding forms should not be retyped or redrafted but photocopies may be prepared and used. Additional offers may be made for any item, but only on a photocopy of the page in question. Additional offers made in any other manner may be disregarded.
3. Bidding forms not filled in using a computer and printer shall be completed in black ink.
4. Bidders shall check the numbers of the pages and satisfy themselves that none are missing or duplicated. No liability shall be accepted in regard to claims arising from the fact that pages are missing or duplicated.
5. The forms in respect of Preference Points Claim, if attached, shall be completed and submitted with the completed Bid.
6. Firm bid prices and delivery periods are preferred. Consequently, bidders shall clearly state whether prices and delivery periods will remain firm for the duration of the contract or not.
7. If non-firm prices are submitted, this fact should be clearly stated in the bidding documents.
8. Where items are specified in detail, the specifications from an integral part of the bidding document and bidders shall indicate in the space provided whether the items offered are to specification or not.
9. In respect of the paragraphs where the items offered are strictly to specification, bidders shall insert the words "as specified".

- 10.** In cases where the items are not to specification, the deviations from the specifications shall be indicated.
- 11.** The bid prices shall be given in the units shown.
- 12.** All prices shall be quoted in South African currency.