



RFI NUMBER:	RAF/2025/00001
DESCRIPTION:	REQUEST FOR INFORMATION: APPOINTMENT OF A SERVICE PROVIDER FOR THE RENTAL OF HIGH-VOLUME DOCUMENT SCANNERS INCLUDING INSTALLATION, MAINTENANCE AND SUPPORT FOR RAF OFFICES NATIONWIDE FOR A PERIOD OF TWENTY- FOUR (24 MONTHS)
PUBLISH DATE:	20 JANUARY 2025
CLOSING DATE:	30 JANUARY 2025
CLOSING TIME:	11:00 AM
RESPONSES MUST BE EMAILED TO:	BACsecretariat@raf.co.za
ATTENTION:	SUPPLY CHAIN MANAGEMENT

BIDDER NAME:

BIDDING STRUCTURE

Indicate the type of bidding structure by marking with an 'X':	
Individual bidder	
Joint venture	
Consortium	
Using subcontractors	
Other	

If individual bidder, indicate the following:	
Name of bidder	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If joint venture or consortium, indicate the following: <i>(To be completed for each joint venture/ consortium member)</i>	
Name of joint venture/consortium members	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	
If joint venture or consortium, indicate the following:	
Name of prime contractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

If using subcontractors, indicate the following: (To be completed for each subcontractor)	
Name of subcontractor	
Registration number	
VAT registration number	
Contact person	
Telephone number	
Fax number	
E-mail address	
Postal address	
Physical address	

ENQUIRIES

Enquiries regarding this Request for Information should be submitted via e-mail to:

Supply Chain Management	BACsecretariat@raf.co.za
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Enquiries should reference specific paragraph numbers, where appropriate.

All questions/ enquiries must be forwarded in writing prior to the submission date.

SCOPE OF WORK:

1. BACKGROUND OF THE RAF

The Road Accident Fund (RAF) is a schedule 3A public entity established in terms of the Road Accident Fund Act, 1996 (Act No. 56 of 1996), as amended. Its mandate is the provision of compulsory social insurance cover to all users of South African roads, to rehabilitate and compensate persons injured as a result of the negligent driving of motor vehicles in a timely and caring manner, and to actively promote the safe use of our roads.

The customer base of the RAF comprises not only the South African public, but all foreigners within the borders of the country. The RAF head office is in Centurion and RAF intends to establish Customer Experience Centres (CEC) in each province in the country.

2. SPECIAL INSTRUCTION TO BIDDERS

- 2.1 The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- 2.2 It is expected of bidders to have their Tax matters in order, prior to an award being made.
- 2.3 Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- 2.4 The RAF reserves the right to appoint more than one bidder

3. BACKGROUND OF THE BID

The RAF claims staff handle and process high volumes of physical documents as part of its business operations. Physical handling of documents introduces challenges of logistics, physical document storage and process inefficiencies.

RAF seeks to address these challenges by refreshing current aging document scanning solution, therefore introducing proficiencies and speed to the process of digitisation of documents. RAF seeks to secure, a scalable feature rich high-volume document scanning solution at all RAF offices through rental for a period of twenty-four (24) months on a month-to-month basis.

4. SCOPE OF REQUIREMENTS

4.1 The RAF requires the services of suitably qualified service provider for rental of high-volume document scanners including installation, maintenance and support for RAF offices nationwide for a period of twenty-four (24) months with all risk, R0.00 excess insurance.

4.2 The scope of the RAF scanner requirements shall include the following:

- 4.1.1 Provision of a complete managed service solution or Hardware-as-a-Service for bulk document scanning for the duration of the contract.
- 4.1.2 All hardware provided under this agreement will be on a rental basis and ownership of the hardware will remain with the service provider. Service provider should tag all scanners with barcode and service provider name.
- 4.1.3 Supply and delivery of scanning devices, including all necessary peripherals, that meet the performance and technical requirements as further detailed in paragraph 4.4 below.
- 4.1.4 Install, configure and set-up the solution.
- 4.1.5 Provide user training and ensure skills transfer for the RAF's first line technical support.
- 4.1.6 Support and maintain (including all consumables) the solution for the duration of the contract.
- 4.1.7 Enter into a Service Level Agreement with performance measures and monthly reporting on key performance indicators.
- 4.1.8 Provide Project Management services to oversee the roll-out of the solution.
- 4.1.9 Provide Account Management services to ensure RAF has a single point of contact for the duration of the contract.
- 4.1.10 Create an installation ISO image encompassing all the necessary drivers and Capture -On- Touch software.
- 4.1.11 Develop a script that will enable auto indexing and naming of scanned documents including automatic movement of scanned documents to the designated OneDrive location.
- 4.1.12 Develop a script to auto split the scanned PDF files once the file size gets to 50 MB.

4.2 Service Locations

The RAF operates offices nationally:

4.2.1 The service provider must deliver, install, configure and provide support for the document scanners at RAF offices in multiple locations as listed in the table below.

4.2.2 The number of scanners required per site varies and is estimated in the table below:

No.	Office	Quantity*
1.	Cape Town	4
2.	Durban	7
3.	East London	5
4.	Johannesburg	19
5.	Menlyn	25
6.	Total	60

***Note, the quantities indicated are for pricing purposes and may be amended (increased or reduced) subject to the actual and or changing business needs.**

4.2.3 Additional locations (including but not limited to Mbombela, Mahikeng, Polokwane, Bloemfontein, Kimberly, and Gqeberha) and or quantities may be required due to changing business needs therefore the service provider should take this into consideration.

4.2.4 Reassignment (relocation) of scanners may be required due to changing business needs.

4.2.5 Should the changes mentioned in 4.3.3 and 4.3.4 above have financial implications , same shall be agreed upon and approved accordingly prior to implementing these changes.

4.2.6 The bidders must share the rate per Km for the relocation of scanners.

4.3 Solution Deployment

The following are detailed requirements for the deployment of the high-volume scanners:

4.3.1 The service provider will install and configure scanners at each of the specified locations and ensure that the solution operates properly. The deployment process should be scheduled in advance and coordinated with the site management to minimize disruptions to business operations.

- 4.3.2 User tests and integration tests must be performed to validate correct performance of the delivered solution and obtain user sign off.
- 4.3.3 All associated software and peripherals will be installed and set-up on the target devices.

4.4 Technical and Functional Requirements

The technical and functional requirements portion of this RFP describes the technical and performance specification of the high-volume scanners to be provided under a managed services contract to RAF.

4.4.1 Scanning Speed

High volume scanners must have the ability to scan large volumes of documents quickly. Detailed requirements for scanning speed are as follows:

4.4.1.1 Simplex and Duplex Scanning Speed: High volume and enterprise scale scanners should have a fast-scanning speed for both simplex and duplex scanning. Simplex scanning refers to the process of scanning one side of a single sheet of paper, while duplex scanning refers to the process of scanning both sides of a sheet of paper in a single pass.

4.4.1.2 Recommended Scanning Speed: A scanning speed of at least 110 pages per minute (ppm) for simplex scanning, and 220 images per minute (ipm) for duplex scanning is recommended for high volume and enterprise scale scanners.

4.4.2 Document Feeder

The document feeder of the scanner should be able to handle a variety of paper sizes and types, including thick or thin gauge documents and envelopes. It should also be able to hold many documents at once to facilitate batch scanning. Detailed requirements for document feeders are as follows:

4.4.2.1 Automatic Document Feeder (ADF): The scanner should be equipped with an automatic document feeder that allows for the quick and efficient scanning of multiple pages. The ADF should be able to hold a significant number of documents at once and be capable of feeding the documents through the scanner quickly.

4.4.2.2 Capacity: The capacity of the ADF should be large enough to handle 500 pages.

4.4.2.3 Document Size: The ADF should be capable of handling a wide range of document sizes, including but not limited to letter, legal, A3, A4 and A5 sizes.

4.4.2.4 Document Thickness: The ADF should be able to handle documents of different thicknesses, including thin paper, thick paper, and cardstock. The ADF should be designed to prevent paper jams and ensure that all pages are fed through the scanner smoothly.

4.4.2.5 Document Orientation: The ADF should be able to handle documents with different orientations, including portrait and landscape.

4.4.2.6 User Interface: The ADF should have a clear and easy-to-use user interface that allows the user to select scanning options, adjust settings, and monitor the scanning process.

4.4.3 Multi-feed Detection

High volume scanners should have the ability to detect and flag any multiple sheets feeding through the scanner at the same time. This is a crucial feature to ensure the integrity of the scanned document set and prevent data loss. Detailed requirements for multi-feed detection:

4.4.3.1 Multi-feed Detection Technology: The scanner should use advanced multi-feed detection technology to detect when more than one document is being fed through the scanner at the same time.

4.4.3.2 Ultrasonic and Infrared Sensors: The scanner should be equipped with both ultrasonic and infrared sensors, which can detect multi-feed incidents caused by different types of paper, such as glossy paper, thin paper, or carbonless paper.

4.4.3.3 Adjustable Sensor Sensitivity: The scanner should allow ICT personnel to adjust the sensitivity of the sensors, which can help minimise false positives and false negatives during scanning.

4.4.3.4 Error Prevention: The scanner should have mechanisms in place to prevent scanning errors caused by multi-feed incidents, such as stopping the scanning process, notifying the user, and automatically re-feeding the documents.

4.4.3.5 Error Handling: The scanner should have error handling capabilities in place to help ICT personnel diagnose and resolve any multi-feed errors that may occur during the scanning process.

4.4.4 Image Quality

The scanner should produce high-quality images, with a minimum resolution of 200 dpi. It should also have image enhancement features like automatic colour detection, **deskew.**, and blank page removal. Detailed requirements for image quality are as follows:

- 4.4.4.1 **Optical Resolution:** The scanner should have a high optical resolution, which is typically measured in dots per inch (dpi). A minimum optical resolution of 200 dpi is recommended for high volume and enterprise scale scanners.
- 4.4.4.2 **Colour Depth:** The scanner should be capable of capturing images with a high colour depth, which refers to the number of colours that can be represented in each pixel of an image. A colour depth of at least 24 bits is recommended, which can represent over 16 million colours.
- 4.4.4.3 **Gray Scale Depth:** The scanner should also be able to capture images in gray scale with a high depth, which refers to the number of shades of gray that can be represented in each pixel. A gray scale depth of at least 8 bits is recommended, which can represent up to 256 shades of gray.
- 4.4.4.4 **Image Enhancement:** The scanner should be equipped with features that enhance the quality of scanned images, such as auto-cropping, auto-straightening, and auto-colour correction. These features can help ensure that the scanned images are clear and legible.
- 4.4.4.5 **Noise Reduction:** The scanner should be able to reduce noise in scanned images, which can be caused by factors such as dust on the scanner bed or imperfections in the original document. This can be achieved through features such as automatic thresholding and noise reduction (despeckling).
- 4.4.4.6 **Sharpness and Contrast:** The scanner should be able to capture images with sharp details and high contrast, which can be important for documents with fine print or intricate designs. The scanner should have features such as sharpness filters, contrast adjustment, and image edge enhancement.
- 4.4.4.7 **File Format:** The scanner should be able to save scanned images in a wide range of file formats, including but not limited to TIFF, PDF, JPEG, and BMP. The chosen file format should support high quality images with high resolution, colour depth, and gray scale depth.

4.4.5 Scanning Volumes

The scanner should be able to handle a high volume of documents and operate continuously for long periods without overheating. Detailed requirements for duty cycle are as follows:

4.4.5.1 Daily Duty Cycle: The duty cycle of a scanner is defined as the number of scans it can perform in a day or a month. High volume and enterprise scale scanners should have a high duty cycle to handle large volumes of documents with a minimum of 70 000 per day.

4.4.5.2 Duty Cycle Rating: The duty cycle rating of the scanner should be provided by the manufacturer.

4.5 Connectivity, Integration and Security

4.5.1 Connectivity

The scanner should be compatible with a range of operating systems and have multiple connectivity options, including USB, Ethernet, and Wi-Fi. Detailed requirements for connectivity are as follows:

4.5.1.1 Wired Connectivity: The scanner should support wired connectivity, such as USB and Ethernet, to enable fast data transfer and reliable connectivity.

4.5.1.2 Wireless Connectivity: The scanner should also support wireless connectivity, such as Wi-Fi, to enable flexible and convenient use.

4.5.1.3 Network Integration: The scanner should be able to integrate with existing networks and software applications, such as document management systems and cloud storage services. This can enable efficient workflow management and document sharing.

4.5.2 Software Integration

The scanner should be compatible with a range of software applications, including document management systems, OCR software, and email clients. It should also be able to integrate with enterprise content management systems and business process automation software. Detailed requirements for software integration are as follows:

4.5.2.1 Document Capture Software Integration: The scanner should be able to integrate with popular document capture software for example Kofax, KnowledgeLake or OpenText,

4.5.2.2 Optical Character Recognition (OCR) Software: The scanner should support OCR function, which can convert scanned documents into searchable and editable formats.

4.5.2.3 Advanced Image Processing Software: The scanner should have advanced image processing software that can automatically crop, skew, and rotate images, as well as remove unwanted backgrounds and enhance image clarity.

4.5.2.4 Batch Scanning Software: The scanner should support batch scanning, which can allow ICT personnel to scan large numbers of documents quickly and easily.

4.5.2.5 Barcode, QRcode and Patchcode Recognition: The scanner should be able to recognize barcodes, QRcodes as well as patch codes, which can help automate the scanning process and facilitate document indexing.

4.5.3 Reporting

4.5.3.1 Usage Reports: The scanner should provide comprehensive usage reports indicating hours of operation, users logs, volumes of documents scanned, and other related utilization reports.

4.5.4 Security

Enterprise-scale scanners should have built-in security features like user authentication, data encryption, and secure erase to protect sensitive information. Detailed requirements for security are as follows:

4.5.4.1 User Authentication: The scanner should require user authentication to ensure that only authorized personnel have access to the scanned documents. Authentication methods may include password protection, smart cards, or biometric scanning (such as fingerprint or facial recognition or secure login process which requires a password or smartcard authentication). The scanner should have the capability to limit access to authorized personnel only.

4.5.4.2 Robust Security Features:

Details of robust security features are as follows:

4.5.4.2.1 Encryption: The scanner should support encryption to protect against unauthorized access and data breaches. The scanner should use strong encryption methods, such as AES or RSA, to secure data both in transit and at rest.

4.5.4.2.2 **Secure Erase:** The scanner should support secure erase capabilities to ensure that scanned documents are completely erased from the device's memory once they are no longer needed.

4.5.4.2.3 **Firmware Updates:** The scanner should receive regular firmware updates to patch any vulnerabilities and maintain the security of the device.

4.6 Non-functional Requirements

4.6.1 Scalability

The scanner should be capable of scaling to meet increasing demands and changing business needs, without compromising performance, image quality, or reliability.

4.6.1.1 High-volume scanners must also be designed to work with various system architectures and deployment models, including on-premises, cloud-based, and hybrid environments.

4.6.2 Robustness

4.6.3 The scanner should be built to withstand high-volume use with durable components. Details of the robust scanner are as follows:

4.6.3.1 **Durability:** A robust scanner should be built to withstand heavy use, with a sturdy construction that can resist wear and tear. The scanner should be made of high-quality materials, that can withstand repeated use.

4.6.3.2 **Shock and vibration resistance:** A robust scanner should be designed to handle shocks and vibrations, which can be caused by transportation or during operation. The scanner should have a sturdy frame and components that are securely mounted to prevent damage or displacement due to vibrations or jarring movements.

4.6.3.3 **Temperature and humidity resistance:** A robust scanner should be designed to handle various temperature and humidity conditions, which can be encountered in different environments. The scanner should have a temperature-controlled environment and be equipped with humidity sensors to ensure that the components are protected from moisture.

4.6.3.4 **Protection against dust and debris:** A robust scanner should be designed to handle dust and debris, which can accumulate over time and damage the

internal components. The scanner should have a protective cover or a filter to prevent the accumulation of dust and debris inside the scanner.

4.6.4 Interoperability

The scanner should be able to seamlessly integrate with other systems and technologies, including software applications, servers, and network infrastructure. It ensures that the scanner can work seamlessly with other hardware and software systems in the organization's ICT infrastructure. This is critical for ensuring that the scanner can be easily integrated with existing systems and workflows, which can help reduce implementation costs and increase efficiency. To meet the interoperability requirement, high-volume scanners should be designed with the following key features:

- 4.6.4.1 **Compatibility with different operating systems:** The scanner should be designed to be compatible with different operating systems, including Windows, Mac OS, and Linux, to ensure that it can work seamlessly with a wide range of different computer systems.
- 4.6.4.2 **Compatibility with different software:** The scanner should be designed to work seamlessly with a wide range of different software, including document management systems, OCR software, and image processing software. This can help ensure that the scanner can be easily integrated into existing workflows, reducing the time and cost required for implementation.
- 4.6.4.3 **Support for network scanning:** The scanner should be designed to support network scanning, which enables it to be easily shared across a network and accessed by multiple users. This can help increase efficiency and reduce costs by eliminating the need for multiple scanners in different locations.

4.6.5 Usability

The scanner should be designed for ease of use, with an intuitive interface, clear instructions, and minimal training required for users. This ensures that the scanner is easy and efficient to use, even with high volumes of documents. A scanner with high usability can minimize the risk of user errors, reduce training time, and increase productivity. To meet the usability requirement, high-volume scanners should be designed with the following key features:

- 4.6.5.1 **User-friendly interface:** The scanner should be designed with a user-friendly interface that is intuitive and easy to navigate. This can include

touchscreens, large buttons, and clear labelling to ensure that users can quickly and easily understand how to use the scanner.

4.6.5.2 **Customizable settings:** The scanner should be designed with customisable settings that allow users to adjust settings such as resolution, colour, and file format to meet their specific needs. This can include the ability to save user preferences for future use, and the ability to easily switch between different settings.

4.6.5.3 **Document editing and manipulation:** The scanner should be designed with document editing and manipulation features that can help users to quickly and easily manipulate scanned documents. This can include features such as cropping, rotating, and **deskewing**.

4.6.6 Availability

The scanner should have a high level of availability, with minimal downtime and fast recovery from any system or hardware failures. It ensures that the scanner is always available and ready for use when needed. A scanner with high availability can minimize the risk of downtime and loss of productivity and ensure that critical business processes are not disrupted. To meet the availability requirement, high-volume scanners should be designed with the following key features:

4.6.6.1 **Redundancy:** High-volume scanners should be designed with redundancy features that can ensure continuous operation even in the event of a hardware or software failure. This can include redundant power supplies, backup systems, or failover mechanisms that can take over if the primary system fails.

4.6.6.2 **Fault-tolerance:** The scanner should be designed with fault-tolerant systems that can detect and recover from errors quickly and automatically. This can include error detection and correction mechanisms that can detect and correct errors in real-time.

4.6.6.3 **Monitoring and alerting:** The scanner should be equipped with monitoring and alerting systems that can detect and notify users of any issues that may impact availability. This can include performance monitoring tools that can detect bottlenecks and resource constraints before they cause downtime.

4.7 Support and Maintenance

4.7.1 Training and Skills Transfer

4.7.1.1 **Technical Training:** On delivery and installation, the service provider will provide user training to ensure users are competent in the use and operation of the scanners and associated software. The service provider will provide skills transfer to RAF technical teams to ensure competency to provide first line technical support (problem identification and reporting).

4.7.1.2 **Training for Users:** The service provider to provide training for allocated users of the scanners. The training should cover topics such as how to operate the scanner, how to maintain it, and how to troubleshoot common issues. The training should be provided on-site and should be tailored to the specific needs of the users. Furthermore, on-demand eLearning (self-paced learning) must be made available to all users at no additional cost to RAF.

4.7.1.3 **Documentation:** The service provider to provide detailed documentation for the scanner, including user manuals, maintenance guides, and technical specifications. The documentation should be provided in either electronic or hardcopy formats.

4.7.2 Service Levels

The service provider is expected to provide a Service Level Agreement (SLA) which outlines their commitments to support the equipment and maintain its performance. The following must be incorporated into the Service Level Agreement:

Service Level Element	
Technical Support Availability	During business hours
Maximum Response Time	60 min
Maximum Resolution Time	6 hours
Onsite Support	Two (2) Year onsite support and Warranty (Includes 2-year Accident Damage)
Monthly SLA Review	Yes
Penalty for breach of SLA	Yes, including service credits or financial penalties
Device Provisioning	Device delivered to RAF Office within three business days of order
Device Maintenance	Quarterly Preventative maintenance and servicing

Hardware Replacement	Service provider to provide Loan/backup scanning equipment if repairs cannot be done within agreed SLA time frames (6 Hours).
Software updates and patches	Automatic updates and patches applied within 5 working days after release.
End-of-life Management	Devices securely wiped of all data and responsibly disposed of at the end of the rental agreement. Certificate to be issued per device in confirmation.
Environmental Compliance	Devices comply with all applicable environmental regulations and certifications, such as Energy Star and EPEAT
Helpdesk	Call Logging process in place to monitor and track calls logged.
Reporting	Monthly updates on metrics such as uptime, response time, uptime percentage and resolution time, as well as critical incidents that occurred and how they were resolved. Service provider to hold monthly SLA Meetings and provide Minutes and Reports

4.7.3 Maintenance

The scanner should be easy to maintain, while simple user-replaceable parts and easy access for cleaning. Detailed requirements for maintenance:

- 4.7.3.1 **Easy Cleaning:** The scanner should be designed for easy cleaning, with components that are easy to remove and clean. This can help ensure that the scanner is free of dust and debris, which can degrade image quality and lead to malfunctions.
- 4.7.3.2 **Replaceable Parts:** The scanner should have easily replaceable parts, such as rollers and pads, to reduce downtime and keep the scanner functioning at optimal levels.
- 4.7.3.3 **Self-Diagnostics:** The scanner should have self-diagnostics features that can help detect and identify any issues with the scanner. This can help ICT personnel troubleshoot issues quickly and reduce downtime.

4.7.3.4 **Remote Diagnostics:** The scanner should support remote diagnostics, which can allow ICT personnel to diagnose and resolve issues remotely, without the need to be physically present.

4.7.3.5 **Warranty and Service Agreements:** The scanner should come with a warranty and service agreement that covers repairs and replacement of parts in case of any malfunction.

4.7.4 Support

The scanner should come with a comprehensive support package, including technical support, warranty, and on-site service options. Detailed requirements for support:

4.7.4.1 **Dedicated Technical Support:** The service provider should provide a dedicated technical support team that can help resolve any issues that may arise in line with the SLA.

4.7.4.2 **Knowledge Base:** The service provider should provide a comprehensive knowledge base with frequently asked questions (FAQs), troubleshooting guides, and user manuals.

4.7.4.3 **On-Site Support:** The service provider should provide on-site support if necessary, such as for installation or troubleshooting.

4.7.4.4 **Escalation Process:** The service provider should have an escalation process in place to ensure that all issues are addressed quickly and effectively.

4.7.4.5 **Proactive Support:** The service provider provide proactive support, such as firmware updates and notifications, to ensure that the scanner is always functioning at optimal levels.

5. DURATION OF CONTRACT

The contract will be for a period of up to 24 months on month to month basis.

6. EVALUATION CRITERIA AND METHODOLOGY

The Evaluation Process entails the following phases:

Phase 1: Initial Screening Process: At this phase, bidders' responses will be reviewed to check if they have responded according to the RAF RFI document including submission of all returnable mandatory documents. (A bidder/bidder who complies/comply with the screening process will be evaluated further on the mandatory requirements).

Phase 2: Mandatory Requirements: Received responses will be assessed for full compliance with the submission of the mandatory requirements. This phase includes the vetting of all supporting documents as requested.

7.1 MANDATORY REQUIREMENTS (PHASE 2)

Bidders must indicate compliance with these requirements by ticking the relevant box indicating if they either **“Comply or Do Not Comply.”**

7.1.1 Mandatory	Comply	Not Comply
The bidder must be an OEM or accredited by OEM (Original Equipment Manufacturer) as a distributor/ partner/reseller.		
The bidder must submit a valid proof of accreditation in the form of a certificate, or a letter in the letterhead of an OEM, or any other as issued by the OEM. The RAF reserves the right to seek clarity from the OEM with regards to the validity and scope of the OEM certificate/letter		
Develop a script to auto split the scanned PDF files once the file size gets to 50 MB.		
Develop a script that will enable auto indexing and naming of scanned documents including automatic movement of scanned documents to the designated OneDrive location.		

The bidder must provide a list of a **minimum of four (4) reference clients** where the bidder has supplied high volume document scanners.

Please provide a similar table with the required information as shown below:

Client Comp any Name	Client Name and Surna me	Client Email Addres s	Client Contact Number	Date Supplie d	Number of Scanner s

The Bidder(s) must have a **minimum of 36 Months experience** in the Support and Maintenance of High-Volume Scanners in the last 6 years which will be calculated from the date this bid is published. Please indicate experience by submitting a listing of reference clients indicating Support and Maintenance contract dates. For a justifiable calculation of years of experience, bidders must indicate months and years of experience.

Please note: Any missing information for a client will result in that client reference being disqualified. RAF reserves the right to verify the information with the relevant clients. Scoring will be done on accumulative experience, so overlapping contracts duration will be added together.

Please provide a similar table with the required information as shown below:

Client comp any name	Client name and surname	Client email address	Client contact number	What was contracted	Start date of contract /support (DD/MM/YY)	End date of contract /support (DD/MM/YY)	Experience in months

The bidder must provide a Delivery Plan which clearly states by when the high-volume Document scanners will be delivered, installed and configured. If no delivery plan stating the period it would take to deliver, install and configure the high-volume Document scanners, the bidder will be disqualified.		
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Bidders are required to confirm compliance with the technical requirements in the below table (Please indicate if you comply to every line item):

7.1.2 Mandatory		Requirements	Comply	Not Comply
a.	Scanner Type	ADF (Automatic Document Feeder) – NB: No flatbed scanners will be considered		
b.	ADF Capacity	The scanner should be able to load 500 pages or more at a time		
c.	Scanning Speed	100ppm or more for simplex scanning and 200ipm or more for duplex scanning		
d.	Duty Cycle	The scanner should be able to scan 70 000 pages or more per day		
e.	Connectivity	Support for wired connectivity i.e., USB, Ethernet		
f.	Integration	Integrate with standard Enterprise Content Management applications. Eg. SharePoint, Kofax		
g.	Optical Resolution	Not less than 200dpi (dots per inch)		

h.	Optical Character Recognition (OCR) Functionality	The scanner should support OCR functionality,		
i.	Usage Reports	The scanner should provide comprehensive usage reports indicating hours of operation, users' logs, volumes of documents scanned, and other related utilization reports		
J.	Software / Drivers	Twain/Isis Drivers as well as OEM software		
k.	Operating System	Support for all Microsoft Windows platforms		
		Support for Mac OS (Optional)		
		Support for Linux (Optional)		
l.	Image Processing Functions	Multi image output, Automatic colour detection, Blank page detection, Static threshold, Hole punch removal, Cropping, De-Skew, noise removal, Auto-Indexing		
M.	Confirm if you have appropriate support structure in all the provinces	Eastern Cape		
		Free State		
		Gauteng		
		KwaZulu Natal		
		Limpopo		
		Mpumalanga		
		Northern Cape		
		Northwest		
		Western Cape		

NOTE: BIDDERS WHO DO NOT COMPLY WITH ONE OF THE ABOVE STATED MANDATORY REQUIREMENTS WILL NOT BE CONSIDERED FOR FURTHER EVALUATION.

7. BIDDER'S PRICING

This annexure should be completed and signed by the Bidder's authorized personnel as indicated below:

Please indicate your total bid price here (Compulsory)

Important: It is mandatory to indicate your total bid price as requested above. This price must be the same as the total bid price you submit in your pricing schedule. Should the total bid prices differ, the one indicated above shall be considered the correct price.

Service	Quantity	Unit Price per scanner	Total per month/ once-off	Total for 24months
Installation (once-off)	60			
Rental	60			
Support and maintenance	60			
TOTAL BID PRICE (including vat)				

N.B: The unit price per scanner for each year, shall remain the same should the need arise for additional locations and or quantities as indicated below.

The number of scanners required per site varies and is estimated in the table below:

No.	Office	Quantity*
1	Cape Town	4
2	Durban	7
3	East London	5
4	Johannesburg	19
5	Menlyn	25
	Total	60

* Note, the quantities indicated are for pricing purposes and may be amended (increased or reduced) subject to changing business needs.

Additional Costs (Ad-hoc):

The bidder must indicate the cost to decommission, relocate and reinstall a device for instances where the RAF may change offices.

Service	Rate Per KM
Decommissioning, relocating and reinstallation	R.....