

ANNEXURE E

SCOPE OF WORK

APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE MANAGED PRINTING SOLUTION FOR A PERIOD OF 36 MONTHS.

1 INTRODUCTION

CEF SOC Ltd is a state-owned company involved in the search for appropriate energy solutions to meet the energy needs of South Africa and the sub-Saharan African region. It also manages the operation and development of the oil and gas assets of the South African government. The company falls under the auspices of the Department of Minerals, Energy Resources (DMRE). For more information on the company, you can visit our current website: www.cefgroup.co.za

2 REQUIREMENTS

The CEF SOC Ltd invites bids from suitable service providers to supply Managed Printing Solution for a period of three (3) years.

2.1 Hardware

The winning bidder must supply CEF SOC and its subsidiary iGas with six (6) network printers with the following minimum specifications:

2.1.1 2 x High volume multi-purpose colour printers with the following minimum specifications:

- Copy, Email, Print, Scan
- Duplex Automatic Document Feeder
- 30 ppm for color and black printing;
- 1 GB network connectivity;
- Booklet printing function;
- Sorting unit;
- Printing paper sizes A4 and A3

2.1.2 4 x Multi-purpose colour printers with the following minimum specifications

- Copy, Email, Print, Scan
- Duplex Automatic Document Feeder
- 20 ppm for color and black printing;
- 1 GB network connectivity;
- Printing paper sizes A4 and A3 papers

2.2 Print Management Software

The winning bidder must include in their proposal a print management solution that will integrate with current CEF SOC environment. The proposed solution must cater for the following:

- Printing from all network devices such as workstation and laptops;
- Secure printing from any printer device (follow me);
- The proposed solution must include the ability to supply detailed usage reports on a monthly basis or on demand. The reports must also include number of jobs and cost, e.g. Department Report (as per Cost Centre), and User Report;

2.2.1 Consumables stock management

- Automatic\online monitoring of supplies usage;
- Ensure that there is a minimum of 2 spare cartridges onsite for all printer cartridges;
- Supply and deliver printing paper (CEF SOC will place paper order as and when required);

2.2.2 Printer Installation

- The bidder will deliver and install the printers;
- CEF SOC will provide network and power connectivity for the printers;
- CEF SOC will provide Windows 2016 server with minimum specifications as recommended by the bidder;
- Infrastructure is already in place and service providers will not be required to provide facilities to ensure connectivity.

2.2.3 Service Level Agreement

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must include the following requirements:

- Call logging procedures;
- Ensure that there is a minimum of 2 spare cartridges onsite for all printer cartridges;
- At least 2 working days to resolving hardware related issues (include diagnosis and replacement parts);
- 4 hours to resolve when printing services are down (when no one is able to print);

Service providers must include in the total solution the repair of all printer related faults, the provision of toners and software related incidents.

2.2.4 Warranty and insurance

Service providers must take full responsibility for all warranty and insurance to cover accidental damages based incidents and failures as part of the proposed solution.