



RESPONSES TO QUESTIONS FROM BIDDERS - DOJ@CD 2021 07 – 600 ICMS SCANNERS

Question	Bidder's Question	DOJ&CD's Response
1.	RFQ 2021 07 APPOINTMENT OF A SERVICE PROVIDER FOR THE PROCUREMENT OF 600 ICMS SCANNERS INCLUDING 5 YEARS WARRANTY AND MAINTENANCE AND SUPPORT FOR THE ENTIRE SCANNING ENVIRONMENT FOR A PERIOD OF 3 YEARS Questions: Existing scanners at department 1. The tender document shows various quantities on the scanners required. Is it confirmed that the requirement is based on 600 new scanners, 300 medium range and 300 low range, with 5 year warranty on them with 3 year maintenance and support on only the existing scanners in the department? 2. What is confirmed quantity of the existing scanners that needs to be assessed and maintained? There is no quantity attached on the pricing schedule and if here is no specific quantity, do we just add a price per unit for the assessment and maintenance? 3. What are the current models of the fujitsu scanners that need to be maintained and supported and are they currently operational at the department?	1. Yes. 600 new scanners with OEM warranty, and 3 years maintenance and support on existing scanners (max 1200) only. 2. 1200 maximum. The assessment report will be used as input into which scanners are still in a state to be maintained. 3. Various modules (FCF250, 4340c, 5750c, etc) that need to be maintained. The winning bidder will be expected to conduct a site assessment to establish the health of the scanner environment, and produce a report as well as a plan to bring it back in support (where feasible).

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	4. Based on the requirement of the site assessment to conclude a health check on the existing machines to be put on maintenance, what is the departments stance on machines that are uneconomical to repair, out of warranty and end of life? 5. In the event that the existing machines are already non-functional, damaged or require consumables etc, the machines would need to be brought to working order before they go on maintenance. Will the department be funding the take on services that are required to get the machines running before they are put on the maintenance contract? Specification questions – New Scanners 1. Two categories of scanners have been provided, with only a difference in scanning speed of the units. Are we allowed to quote a single model machine that could meet the spec of both the categories? With this I mean you require a 60 page per minute scanner, that can also scan 50 pages per minute, so it meets both the requirements. From a cost and support perspective this will be more economical for the department, so we just need to know if we will be penalised in any way for providing such an option. 2. Your spec asks for a 250 page input hopper system on all machines. Can we provide an input hopper system that can caters for 250 to 300 pages so it accommodates the 250 pages requirement? 3. As per your specification, can you confirm that the scanners must have an integrated (built in) A4 flatbed only and an A3 flatbed will not be accepted? 4. Can we quote on scanners that are USB 3.0 , USB3.1 and USB 3.1+ compatible? 5. The tender mentions Kofax 10.1 and KTA compatibility. Do we need to include a	4. A decision will be taken by the Department in terms of the way forward for machines which are uneconomical to repair, end of life and out of warranty. 5. Based on the outcome of the health check, the Department will make a decision in respect of any parts required. 1. Bidders to quote based on the specifications provided. 2. Bidders are to quote based on the specifications provided. 3. Bidders are to quote based on the specifications provided. 4. Yes 5. Bidders are not required to provide a Kofax

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	compatibility certificate from Kofax for this? 6. There is no allocation in costing made for installation and training of the units. Must we include this in our pricing? 7. There is no allocation made for maintenance and up keep of the new machines. Must the onsite warranty allow a servicing option on it as well for 5 years? 8. Please define what is an internet adapter? 9. Your specification mentions that the scanner must be networkable. Must the scanner have built in or on-board network connectivity or can a third party device be used to make it fully networkable? 10. The delivery sites of the new machines show only 400 locations and the requirement is for 600 new units. Will an updated delivery list with quantities be provided for the new scanners? General questions 1. There is no mention in the bid document the department requires, BEE , Tax or CSD certificates. Must we still include in our bid response? 2. Do we need a letter of accreditation from the OEM for the product proposed, , as it is not mentioned as a requirement in the tender document? 3. Does the product need to be SITA accredited and tested and if so must the certificates be included, , as it is not mentioned as a requirement in the tender document?	compatibility certificate, but is to provide assurances that the scanner is indeed compatible with the software as stated. 6. No. 7. No. 8. It refers to a Network Adaptor. 9. Either option (built in, or third party device) is acceptable. 10. Yes. The updated delivery list for the additional 200 will be shared with the winning bidder. 1. Yes, they are required. SBD 1 – Invitation to RFQ states that bidders must submit their updated CSD, BBB-EE Certificate or an original sworn affidavit as prescribed by the DTI. 2. A letter of accreditation is not required. 3. The product need to be SITA accredited and tested. Where possible it should include such certificates from SITA. Alternatively should be

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	4. Must a full technical and delivery plan and write up be included in the response, as it is not mentioned as a requirement in the tender document? 5. Do you require client references as part of the response, as it is not mentioned as a requirement in the tender document?	easily obtainable. 4. No 5. Yes – three references to be provided, although its not mandatory.
2.	Any specific brand on the items	No specific brand. However, whatever type of scanner is provided should conform to all mandatory requirements.
3.	Please advise if EME can Sub-Contract each other? And if we are compelled to sub- contract?	Yes , however, for EME and QSEs is not mandatory for them to sub-contract, only GEN are compelled to sub-contract to either QSE or EME