higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

SUPPLY, DELIVERY, INSTALLATION & SUPPORT OF MANAGED PRINTER SERVICES AND PHOTOCOPY SERVICES FOR 36 MONTHS PERIOD OFFERINGS

1. Purpose

The purpose of this specification is to outline the requirements for implementing printing and automation solutions within Northlink College The aim is to enhance operational efficiency, reduce manual workload, ensure consistent output quality, and streamline document management processes.

2. Objective

2.1 Automate repetitive printing tasks to reduce time spent on manual operations and optimize resource utilization by automating document workflows and reducing paper waste.

2.2 Lower operational costs by implementing energy-efficient printing solutions and reduce the need for manual labour in document handling and processing.

2.3 Minimize errors in document production through automated processes.

2.4 Ensure that all printing and document automation processes comply with industry standards and organizational policies.

2.5 Implement security measures to protect sensitive information during printing and document handling.

2.6 Deploy a solution that can scale with the organization's growth and adapt to changing business needs.

2.7 Integrate with existing IT infrastructure and support future upgrades

2.8 Improve user experience by reducing the complexity of printing and document management tasks.

3. Printer contract conditions

3.1. Monthly Rentals should be fixed over the contract period.

3.2. No minimum billing or maximum print volumes.

3.3. The Bidder will be responsible for all maintenance and support of the printer management software.

3.4. Maintenance and support must include spare parts, all labour, travel, toner and remote support.

3.5. The supplier must handle the delivery and installation of MFDs at designated locations within the college.

3.6. Conduct comprehensive training sessions for staff on the use of the new MFDs.

3.7. Delivery and setup of approximately 18 additional devices with the capability to scan to folder and print, required across various sites at least three times a year for registration purposes.

3.8. The supplier must provide MFDs that meet the specified technical requirements. **(Annexure A)**

3.9. Each device should come with 2 x toner cartridges (all colours), manuals, software/driver media, surge protector plug, and other standard accessories of the product.

3.10. Installation should be carried out in such a manner as to enable full production of the equipment in a phased-in approach on the nearest negotiated date to limit campus downtime.

Belhar Campus	Bellville Campus	Goodwood Campus	Parow Campus	Protea Campus	Tygerberg Campus	Wingfield Campus
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS ISO 9001

MMR-TP-006   Revision No. 5   18/08/2023

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

3.11. The warranty should cover a maximum repair callout time of 4 hours from the time of the incident logged.

3.12. All parts required for any repairs of MFDs by the appointed vendor must be available in within 24 hours onsite.

3.13. If a device cannot be repaired within 72 hours, the appointed vendor will ensure that a replacement device with the same or better specifications is delivered and configured at no cost to the institution to ensure service continuity

4. LICENSED PRINT MANAGEMENT SOFTWARE

4.1 Print management software must be deployed across all sites, either through an on-premises solution, a cloud solution, or a hybrid approach.

4.2 All devices must be able to embed the print management software and have centralized management via a central console.

4.3 All features of the print management software must be deployed as requested by the college.

4.4 All machines have the required print management software.

4.5 User Management system functionality like batch import of users and code functionality.

LICENSED PRINT MANAGEMENT SOFTWARE	
Northlink College requires print management system for its staff for controlling costs and managing its print environment. Follow me print, mobile device print and costs management would be critical in this process.	
The print management system must make use of the following functionality:	
3.1	Secure Print release with 5-digit Pin, id Card and/or MFD login:
3.2	Secure Print release with mobile and BYOD printing
3.3	Printing cost control (Print quotas and reasonable limits Shared accounts (billing by department, project, or client) Reporting and visibility Advanced reporting and data access Online payment gateways (pay for print) Pay-for-print refund management)
3.4	Print audit and system activity logs
3.5	Print Watermarking and digital signature;
3.6	Print quotas and reasonable user limits;
3.7	Shared accounts (billing by department, project, or client);
3.8	Reporting and visibility;

Belhar Campus	Bellville Campus	Goodwood Campus	Parow Campus	Protea Campus	Tygerberg Campus	Wingfield Campus
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS
ISO 9001

MMR-TP-006   Revision No. 5   18/08/2023

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

3.8	Advanced reporting and data access;
3.9	Find-Me printing (one single global queue-Follow Me Print);
3.10	Automated print queue and driver deployment;
3.11	Location-aware print deployment;
3.12	Automated Low toner alerts;
3.13	Automated printer fault alerts;
3.14	Automated Low paper alerts;
3.15	Automated low paper alerts; Scan directly to local folders, Google Drive, OneDrive, SharePoint Online, Dropbox, and many other destinations, and even make scans smart, searchable, and edit editable with OCR (optical character recognition)
3.16	Automated workflows and print policies;
3.17	Print archiving;
3.18	Flag under or overused print devices;
3.19	Print management system must be able to intergrade with AD
3.20	**Required Advanced Reporting** Reporting requirements; Detailed reports should be provided every month, and should include; - Printing/ copier/scanning/fax usages and charges - Paper usage - Printer up and down times. - Remote support on printers.

MANAGED PRINTER SERVICES AND PHOTOCOPY SERVICES FOR 36 MONTHS PERIOD OFFERINGS	
Hardware	Provide a comprehensive 3-year on-site warranty (inclusive of labour, Travel, toner and spare parts
	Printers, MFDs and Photocopy Machines are leased separately
	Hardware must be installed and configured onsite
Billing	Usage-based billing: • Cost Per page black and white R0.10 - R0.40 • Cost per page Colour/; R0.40- R1.10 • Cost Per page is based on the current market and should not be exceeded
	Monthly fixed rental charges: • No contract price adjustments will be allowed on the monthly lease/rental amount during the 36 (thirty-six) months.

Belhar Campus	Bellville Campus	Goodwood Campus	Parow Campus	Protea Campus	Tygerberg Campus	Wingfield Campus
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS ISO 9001

MMR-TP-006   **Revision No. 5**   **18/08/2023**

Maintenance	Dedicated Help Desk Support
	Dedicated parts and technicians
	Guaranteed Next Day Services/Fix: • 4-hour to 8-hour repair window, dependent on the severity. • Where devices can't be repaired, replacements/loan units must be provided. • All defective devices must be repaired on-site or on the registered service provider service premises. • All replacements parts must be strictly from the Original Equipment Manufacturer (OEM). • A maintenance interval schedule should be provided for each devices type to enable the college to verify regular devices maintenance. • **Hard disk drives (HDD)\ Solid-state drives (SSDs)** of faulty devices embedded in the devices must be removed by the service provider and handed over to the college or handled in the manner specified by the college.
Consumables	Suppliers/ Service providers responsible for all consumables
	Consumables ordered and installed within 2 Business Days
	No adjustments for higher toner coverage
	Monitoring of low toner/ consumables alerts through software
	Strictly only consumables from the original equipment manufacturer (OEM)
Termination of Services	At expiry, if the agreement as stipulated in the SLA
	Where a party fails to perform on its obligation and/ or breaches material terms of the agreement: Mutual agreement to terminate the agreement. • Due to insolvency or any justifiable reason that would render either party to the meet terms of the SLA.

EVALUATION PROCESS AND CRITERIA

Evaluation for Functionality of all bids received on time during the closing date will be conducted in Three phases as follows:

    A. Phase 1: Administrative Compliance
    B. Phase 2: Evaluation of Functional; and Specific goals
    C. Phase 3: Pricing

NB: Bidders who fail to comply with the requirements of Phase 1 and 2 respectively will not proceed to the next stage of evaluation

A: Phase 1: ADMINISTRATIVE COMPLAINCE (Mandatory)

1. A valid Tax Clearance certificate.
2. Company Registration Documents showing Equity Ownership.
3. Certified Copies of Identification Documents (Of all shareholders).
4. Three Years Auditable financial statements and a banking rating.
5. The service provider must have a minimum credit facility of R 20 000 000.00
6. Document Production Equipment Solution (Minimum Sliver partner status).
7. OEM Printer Partner letter.

Belhar Campus	Bellville Campus	Goodwood Campus	Parow Campus	Protea Campus	Tygerberg Campus	Wingfield Campus
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS ISO 9001

MMR-TP-006   Revision No. 5   18/08/2023

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

B: Phase 2: EVALUATION OF FUNCTIONAL; AND SPECIFIC GOALS

The following functionality elements and weights will be applicable:

Functionality Criteria	Weights
Company Experience **Company experience on same/similar projects. Track record of the service providers in the supply, leasing and maintenance of Multifunctional Copiers or related projects. Provide contactable reference letters/ signed by the client's authorized signatories or personnel.** **Submit as Appendix 1**	**Maximum 15 points**
4-5 clients References Provided.	**15**
2-3 clients References Provided.	**10**
1 client References Provided.	**5**
None provision of contactable reference or non- satisfactory reference.	**0**
Detailed CV) **Project Leader with Project Management experience (Provide detailed CV and attach Qualifications)** **Submit as Appendix 2**	**Maximum 15 points**
Technicians (10) More than 3 years	**10**
Technicians (5) 1-3 years	**5**
Project Leader (10) **More than 3 years**	**10**
Project Leader (5) **1-3 years**	**5**
No CV Submitted	**0**

Belhar Campus	**Bellville Campus**	**Goodwood Campus**	**Parow Campus**	**Protea Campus**	**Tygerberg Campus**	**Wingfield Campus**
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS ISO 9001

MMR-TP-006   **Revision No. 5**   **18/08/2023**

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

Methodology and Project Management Plan (60 day plan) Submit as Appendix 3		Maximum 40 points
A **Detailed implementation plan 10 points** - Delivery process = (5) - Installation process = (5)		10
B **Detailed Maintenance service plan = 15 points**		15
C **Submitting an Operational Plan = 15 points**		15
How the services are going to be rendered - Project Plan (2) - Service desk presence for managing tickets (3)	(5) points	
- Timelines and milestones • Deliver 100% of the required machines and more within a month after award (5) • Deliver 60% of the required machines and more within 2 months after award (3) • 100% Delivery of the required machines within 3 months of award (2) • Delivery of the required machines after 3 months (0)	(5) points	
- Staff structure to execute the task at hand.	(5) points	

Multifunctional Photocopier Machines technical requirements Site Visit/Live Demonstration.	Maximum 30 Points
Machine that is able to perform the following functions at a Site Visit/Live Demonstration **SPEED AND SIZE** i) The minimum requirement for a colour machine is 30 pages per minute.	2
ii) The minimum requirement for production black and white photocopier machine is 110 pages per minute.	2
iii) Printing resolution must be over 1200 x 2400 Dpi (dots per square inch).	2
iv) Copy resolution 600 x 600 Dpi (dots per square inch).	2
Other Functionalities	

Belhar Campus
Tel: 021 952 2113
Fax: 021 952 6694

Bellville Campus
Tel: 021 951 2231
Fax: 021 951 3967

Goodwood Campus
Tel: 021 591 3181
Fax: 021 592 2493

Parow Campus
Tel: 021 931 8238
Fax: 021 931 8244

Protea Campus
Tel: 021 946 2250
Fax: 021 949 0886

Tygerberg Campus
Tel: 021 524 2200
Fax: 021 524 2300

Wingfield Campus
Tel: 021 591 9207
Fax: 021 592 3923

SABS
ISO 9001

MMR-TP-006   **Revision No. 5**   **18/08/2023**

higher education & training
Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

Northlink College

Central Office: 80 Voortrekker Road, Bellville 7530
Tel: 021 970 9000 • Fax: 021 970 9063
Private Bag X1, Panorama 7506
info@northlink.co.za • www.northlink.co.za
Enquiries: 08600 NLINK (65465)

v)	Sort, staple and collate.	2
vi)	Print on double sided	1
vii)	Scan to email, folder and USB	1
viii)	Reduction or enlargement of prints	1
ix)	Print on transparencies	1
x)	Print from the network and USB	1
xi)	Pantone Certified	1
xii)	Paper type: coated, matte, gloss, dull, labels, stickers	2
xiii)	Paper sizes: A4 to SRA3	1
xiv)	Antivirus technology	1
xv)	Copiers must be able to operate using 35 gsm paper up to 300 gsm.	1
xvi)	All photocopier machines must come with a software for installation	1
xvii)	The copier is equipped with automatic document feeder.	1
xviii)	The copier can be set automatically print to double sided.	1
xix)	The capacity of paper and number of paper trays must be four (4).	1
xx)	Size of copiers produced namely A5, A4 and A3.	1
xxi)	Solid-state drives (SSDs) and memory required is 320GB.	1
xxii)	Secure Print as standard	1
xxiii)	The machines must come with a print management software.	1
xxiv)	The software must be centrally managed by the bidder	1
TOTAL POINTS FOR FUNCTIONALITY		**100**

Belhar Campus	Bellville Campus	Goodwood Campus	Parow Campus	Protea Campus	Tygerberg Campus	Wingfield Campus
Tel: 021 952 2113	Tel: 021 951 2231	Tel: 021 591 3181	Tel: 021 931 8238	Tel: 021 946 2250	Tel: 021 524 2200	Tel: 021 591 9207
Fax: 021 952 6694	Fax: 021 951 3967	Fax: 021 592 2493	Fax: 021 931 8244	Fax: 021 949 0886	Fax: 021 524 2300	Fax: 021 592 3923

SABS
ISO 9001

MMR-TP-006   Revision No. 5   18/08/2023