



THE BIDDER

TENDER NO. : IRBA005/2018/RFT
CLOSING DATE : 29 JUNE 2018 AT 12H00
VALIDITY PERIOD : 90 DAYS (CALCULATED FROM CLOSING DATE)

BID DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, DELIVER AND MAINTAIN MULTI-FUNCTIONAL PRINTERS FOR THE IRBA

1. Bidders are invited to submit their proposals for the supply of the abovementioned services, according to the attached Terms of Reference and conditions, as outlined in the tender documentation and annexures.
2. This bid is subject to the General Conditions of Contract (GCC) and, where applicable, any other special conditions of contract.
3. Kindly note that the bid offers should be submitted as follows:
 - **Via hand delivery** and the offers should be deposited in the tender box on the Ground Floor of Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609.
4. No bids forwarded via a telegram, telex, facsimile, or any other similar method, will be considered.
5. No late bids will be accepted.

DIRECTOR: OPERATIONS

DATE:

TERMS OF REFERENCE

APPOINTMENT OF A SERVICE PROVIDER TO SUPPLY, INSTALL, DELIVER AND MAINTAIN MULTI-FUNCTIONAL PRINTERS FOR THE IRBA

The Independent Regulatory Board for Auditors (IRBA) invites proposals from appropriately competent and suitably experienced service providers to supply, install, deliver and maintain multi-functional printers for the IRBA.

1. BACKGROUND OF THE IRBA

The IRBA was established in terms of Section 3 of the Auditing Profession Act, 2005 (Act No. 26 of 2005).

The objects of the Act, as set out in Section 2, are as follows:

- To provide for the establishment of an Independent Regulatory Board for Auditors;
- To protect the public in the Republic by regulating audits performed by registered auditors;
- To improve the development and maintenance of internationally comparable ethics standards and auditing standards for auditors that promote investment and as a consequence employment in South Africa;
- To set out measures to advance the implementation of appropriate standards of competence and good ethics in the auditing profession; and
- To provide for procedures for disciplinary action in respect of improper conduct.

2. OVERVIEW

The IRBA operates from a single office currently located in Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, Johannesburg.

The current IT infrastructure and printing supports about 85 staff across six different departments.

The following multi-function printers are currently in service:

Department	Number of pages	Volume monthly
Executive 1 colour medium volume	30 pages per minute	8 500 pages
Operations 1 medium volume B&W 1 high volume B&W	30 pages per minute 120 pages per minute	15 000 pages 150 000 pages
Standards 1 medium volume B&W	30 pages per minute	15 000 pages
Inspections 1 medium volume B&W	30 pages per minute	15 000 pages
Investigations 1 medium volume B&W	30 pages per minute	15 000 pages
Legal 1 medium volume B&W	30 pages per minute	15 000 pages

3. SCOPE OF THE WORK

The specific objective is to provide cost-effective, secured and managed printing, faxing, scanning and copying solutions via Multi-Functional Devices (MFD). The required services aim to improve the IRBA's ICT service provision and optimal utilisation of financial resources, as well as transfer all the risk to the successful bidder. Financing options must be clearly indicated to reflect the price difference between leasing and an outright purchase transaction.

The service provisions, as per the requirements, must offer an integrated printing solution that includes the following:

- Acquisition of hardware;
- Printing management software and upgrades;
- A five-year extended warranty of hardware with break fix and spares; and
- Managed services and provision of consumables.

Multi-function Printing Devices – Requirements

The IRBA need premium brand multi-function printing (MFP) devices, with next business day call to repair.

The following devices are required:

- 1 x colour medium volume (8 500 pages per month).
- 6 x medium volume B&W (15 000 pages per machine per month).

Functions must include the following service abilities for the above devices:

- A3–A4 Pages.
 - Scan and fax facility.
 - Security print control.
 - Finisher.
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- 1 high volume (150 000 pages per month) B&W must include the following service abilities:

Functions should include:

 - A3-A4 pages.
 - Punching.
 - Stapling.
 - Auto page numbering.
 - Sorting.
 - Security print control.
 - Post insertion of pre-printed covers and sheets.
 - Finisher.
 - Large capacity tray.

The technical details should clearly state that a remote controlling system, in terms of remote access to printers, is included and a price should be attached to such services.

The IRBA requires a one-stop integrated solution with the following capabilities and service

requirements:

- Supply, delivery and installation of hardware to the IRBA offices. However, the service provider should be able to deal with any additional equipment acquisition during the contract period.
- Relocation of hardware at any point during the contract, if required.
- Printing equipment must have a five-year standard warranty from the manufacturer.
- The service provider must ensure that whenever hardware/equipment is collected for repair purposes, or cannot be fixed within three (3) working days, a loan replacement must be provided.
- A certified and signed manufacturer's specification sheet per model, including duty cycle, must be included.
- Proof of the product release date must be provided. Proposed models must be the most current hardware available from the manufacturer.
- The manufacturer must provide written assurance that all hardware models will be in service and fully supported for a minimum of five (5) years.
- Repairs to the hardware, including the provision of spares, must be included for the entire duration of the contract.
- Service providers are required to have the capacity to repair hardware within 24 hours of receiving a request.

Print Manager Software

- Supply and install secure release printing software that allows registered users to print documents on demand from connected devices.
- Mandatory authentication via a PIN, ID Card, username and password.
- End-to-end file encryption for a secure transmission of print jobs to the server.
- Printing from mobile devices must accommodate and include wifi direct, in addition to printing from laptops or desktops.
- Provide the monitoring of devices and usage: Provide a usage listing that is not limited to the name of the department; name of the person; number of pages printed, copied and faxed; colour usage; cost/amount; and a summary per department. This should include effectiveness and efficiencies on usage of functionality.
- The service provider must supply standard sample reports that their software can produce.
- Service provider to confirm software can be customised according to the IRBA requirements.

Managed Print Services

- Continuously aligning devices with internal requirements and ensuring day-to-day management with proactive and predictive service to ensure optimal uptime.
- Provide analytics, best ICT governance practices and a combination of output, content and process management technology to create automated workflow solutions that streamline cumbersome paper-dependent processes, resulting in improved access to

information, enhanced productivity and the reduction of printing.

- Ensure infrastructure optimisation, proactive management of hardware and streamlined business processes.
- Must have the capability to provide warnings for low cartridge at local level. The service provider to ensure that the cartridges are replaced timeously and also arrange for the collection and distribution of cartridges. Some stock must be kept on hand at the IRBA offices.
- Provide and install consumables within 24 hours of receiving an alert. No refill stock must be supplied, only original stock will be accepted from the Original Equipment Manufacturer (OEM).
- Ensure all waste is properly disposed of and recycled, as per the OEM recycling programme.
- Provide training and manuals on the management and use of the printing solution to first-line support officials.

Expected Outputs

- Fully functional integrated printing solution.
- Proactive replenishment of consumables and detailed accountability of all replacements.
- Managed services for the integrated printing solution.
- Print management solution.
- Producing and presenting of reports on a monthly basis.
- Ensure proper recycling.
- Efficiencies and effective utilisation recommendations on a monthly basis.
- Skills transfer must take place.
- The service provider will be expected to have compulsory meetings with the IRBA in accordance with the Service Level Agreement (SLA) for the duration of the contract/SLA. In case of emergencies, either party may propose a meeting and both parties must reasonably avail themselves for such a meeting.

4. PROPOSAL SUBMISSION REQUIREMENTS

Service providers are requested to submit proposals that consist of the following sections:

Section A – Company Overview

Description of the organisation

Present an overview of the company, including the organisation's core business, an organisational chart indicating the ownership structure of the company and a brief history of the company.

Bidders are required to provide all information as requested to demonstrate their capabilities and experience regarding the requested services.

Service providers should have minimum of three years' experience in the implementation of the integrated printing solutions.

The company should clearly demonstrate that it has adequate infrastructure to execute the project within the stipulated turnaround times.

Section B – Infrastructure

Services, expertise and capacity

Present your company's approach to delivering the required services as outlined in this document. Demonstrate staff capacity and expertise in the provision of the service requirements. Outline the structure of the business, including roles, and clearly indicate which roles will be involved with this project.

The qualifying criteria for eligibility to be appointed as a service provider

The prospective service provider:

- Must demonstrate the capacity to carry the assignment.
- Should adhere to the expected level of professionalism, quality work and project timeframes.
- Must have demonstrable ability and success, and be reputable on similar projects.

Experience and Composition of the Team

Submit an organisational chart identifying key personnel for the effective management of the project. Also note that the key individuals shall not be substituted without the prior notification and subsequent approval of the IRBA.

Track Record and References

Bidders are requested to indicate the number of clients to which similar services have been provided, as well as evidence from a list of clients (including contact information) outlining the success rate and track record of the bidding company.

Bidders are required to submit reference letters from current and previous clients of related projects undertaken by the company during the past two years.

Section C – Methodology and Approach

Submit a detailed methodology to be used to execute and deliver on the various facets of the project, in line with the scope of the work. Describe fully your organisation's approach to backing up the support of the proposed services

A high-level project plan must be included, indicating timelines, deadlines, responsibilities, allocation of resources and deliverables.

The proposal should detail the dependencies from the IRBA to ensure a successful implementation of the project.

5. EVALUATION AND ADJUDICATION OF THE BID

Phase 1: Technical Evaluation

Bids will be subjected to responsiveness criteria to determine which bid responses are compliant or non-compliant with the bid specifications and requirements issued by the IRBA as part of the bid process.

Thereafter, responsive bids will be evaluated against the criteria and weights for functionality, as depicted in the table below:

1 – POOR 2 – FAIR 3 – AVERAGE 4 – GOOD 5 – EXCELLENT

Criteria: Functionality	Information Required	Weight
Company Experience	Section A	30
Infrastructure Requirements <ul style="list-style-type: none"> The company should have adequate infrastructure to execute the project 	Section B	40
Methodology and approach <ul style="list-style-type: none"> Detailed Project Implementation Plan Methodology 	Section C	30
Total		100
Minimum Threshold	70%	

Bids that score less than **70%** of the points for functionality will be eliminated from further consideration.

Phase 2

The service providers that qualify in Phase 1 will be evaluated in terms of the 80/20 preference points system, where the 80 points will be used for rating pricing and the 20 points will be awarded to the bidder for being a B-BBEE status level contributor in accordance with their BEE Certificate/Affidavit document.

6. MINIMUM REQUIREMENTS FOR A VALID BID

- 6.1. Bidders must comply with the minimum conditions below, if they would like their bids to be evaluated on functionality. Failure to submit or comply will render the bids non-compliant.
- 6.2. The bidder is required to complete and submit **all** Standard Bid Documents (SBD), failing which the bid will be disqualified. The standard bid documents are as follows:
 - SBD 1: Invitation to Bid;
 - SBD 3.3: Pricing Schedule (only fixed pricing will be accepted on printers);

- SBD 4: Declaration of Interests Form;
- SBD 6.1: Preference Points Claim Form in terms of PPPFA, 2011;
- SBD 8: Abuse of Supply Chain Management System;
- SBD 9: Certificate of Independent Bid Determination;
- Certified copy of the company/individual's BEE Certificate;
- Certified copy of the company's Tax Clearance Certificate;
- Company proposal (the evaluation will be based on the information as outlined and contained in the document); and
- IRBA supplier information sheet.

6.3. **National Treasury – Central Supplier Database:** Suppliers must submit confirmation of the company or individual registration on the Central Supplier Database (CSD). The IRBA will not award any bid to a supplier that is not registered as a prospective supplier on the CSD, as required in terms of National Treasury Circular No. 3 of 2015/2016 and National Treasury SCM Instruction Note 4 of 2016/2017. The CSD registration requirement applies to all companies/individuals, including joint ventures and sub-contracted companies.

6.4. **VAT:** Bidders must submit bids that are **inclusive of VAT** (if applicable) with their proposals.

7. REPORTING

7.1. The successful Service Provider shall liaise with the IRBA team to ensure deadlines are met and machines are approved prior to installation.

7.2. The Service Provider shall ensure that the Project Manager is available to meet with the IRBA team at a reasonably proposed date and time, as requested.

8. DURATION OF CONTRACT

8.1. The contract is for a five-year period.

8.2. The successful bidder must be able to commence services in June 2018. A Service Level Agreement will be entered into between the successful Service Provider and the IRBA to manage and track the quality of services to be rendered.

9. CANCELLATION OF CONTRACT

9.1. If the IRBA is satisfied that any person (including an employee, partner, director or shareholder of the tenderer or a person acting on behalf of or with the knowledge of the tenderer), firm or company:

- Is executing a contract with the IRBA unsatisfactorily;
- Has, in any manner, been involved in a corrupt act or offered a gift or remuneration to any officer or employee of the IRBA in connection with obtaining or executing a contract;

- Has acted in bad faith, in a fraudulent manner or committed an offence in obtaining or executing a contract;
 - Has, in any manner, influenced or attempted to influence the awarding of the IRBA's bid;
 - Has, when advised that his tender has been accepted, given notice of his inability to execute or sign the contract or to furnish any security required;
 - Has engaged in any anti-competitive behaviour, including having entered into any agreement or arrangement, whether legally binding or not, with any other person, firm or company to refrain from tendering for this contract, or relating to the tender price to be submitted by either party; and/or
 - Has disclosed to any other person any information relating to this bid, except where disclosure in confidence was necessary to obtain quotations required for the preparation of the tender; the IRBA may, in addition to any other legal recourse which it may have, cancel the contract between the IRBA and such a person and/or resolve that no tender from such a person will be favourably considered for a specified period.
- 9.2 If the IRBA is satisfied that any person is or was a shareholder or a director of a firm or company, which in terms of paragraph 9.1 is one from which no tender will be favourably considered for a specified period, the IRBA may also decide that no tender from such a person, firm or company shall be favourably considered for a specified period.
- 9.3 Any restriction imposed upon any person shall apply to any other person with which such a person is actively associated.
- 9.4 The IRBA reserves the right to unilaterally terminate the contract with the successful Service Provider with a notice of one month, in the event of circumstances beyond its control and that render continuation with the contract undesirable or unnecessary, without compensation to the Service Provider.

10. CONTRACTUAL ASPECTS

- 10.1. The contents of this document shall be deemed to constitute the Special Conditions of Contract applicable to this bid, and shall be read together with the General Conditions of Contract issued in accordance with Chapter 16A of the Treasury Regulations.
- 10.2. Where, however, the Special Conditions of Contract are in conflict with the General Conditions of Contract, the Special Conditions of Contract shall prevail.
- 10.3. The bid document, together with the specifications contained in this document, shall constitute part of the Contract.
- 10.4. Bidders shall not perform any work or render any services in terms of the contract unless they are in receipt of a written instruction to that effect from the IRBA.
- 10.5. The successful bidder may not assign his/her own obligations.
- 10.6. The successful bidder must advise the IRBA immediately when it seems like unforeseeable circumstances will adversely affect the execution of the contract. Full particulars of such circumstances as well as the period of delay must be furnished to the IRBA, including project team changes that may affect the quality of the service.

11. DISCLAIMER

- 11.1. Bidders must make and rely on their own investigations and satisfy themselves as to the correctness of any and all aspects of the bid. The IRBA will not be liable for any incorrect or potentially misleading information in relation to any part of this document and any accompanying bid documents.
- 11.2. The IRBA reserves the right to not appoint any particular contracted partner that does not comply with the conditions of this bid, or if information that could put the IRBA at risk is obtained by the IRBA about a bidder.
- 11.3. The IRBA reserves the right to cancel this bid should the budget to cover the full quote of this tender not be available at the time of awarding the bid or if the need does not exist anymore or the specifications have changed.

12. ABSENCE OF OBLIGATION

- 12.1. No legal or other obligation shall arise between bidders and the IRBA unless and until the formal appointment documentation has been signed. The IRBA is not obliged to proceed with any bidder's proposals. The IRBA reserves the right to request changes to any proposed consortia.

13. TENDER SUBMISSION REQUIREMENTS

- 13.1. The IRBA requires **three (3) printed copies – one (1) original and two (2) hard copies** – of the complete bid documentation supporting the criteria as stated above. The IRBA reserves the right to make additional copies, as required, for the evaluation.
- 13.2. Completed documents must be sealed, clearly marked and submitted with the correct reference and tender number.
- 13.3. Enclosed documents must be deposited in the tender box situated at the reception area of the IRBA building on or before the closing date and time.

14. PRICING SCHEDULE

- 14.1 Bidders are requested to provide a detailed pricing schedule for all proposed services on all possible pricing methods.
- 14.2 For ease of evaluation, the pricing schedule must be submitted in an envelope that is separately sealed from the technical proposal. The pricing schedule must also be submitted together with the SBD3.3 form and must be **clearly marked**.
- 14.3 The IRBA will not be responsible for expenses incurred by the successful Service Provider for operational and/or other requirements to render the services.

15. OTHER

15.1. Enquiries may be directed as follows:

Bid Enquiries

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Specification Enquiries

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