APPOINTMENT OF A SERVICE PROVIDER FOR SUPPLY, INSTALLATION, AND MAINTENANCE OF MANAGED PRINTING SOLUTIONS ON AN OPERATING LEASE FOR A PERIOD OF 36 MONTHS

ANNEXURE A: FUNCTIONALITY COMPLIANCE FORM

Name of Bidder: ……………………………

At a minimum, the system must comply with the specification as articulated below:

	FUNCTIONAL REQUIREMENTS			
No.	**Functional Category**	**Detailed Requirements Spec**	**Bidder's Compliance with Spec (Y/N)**	**Substantiate your system compliance with spec. Bidder to further elaborate on how certain functionality will be met;**
1	About the printers	• Technical specifications, including make and model		
2	**High-end machines – Midrand** (Quantity = 10)			
		STANDARD FUNCTIONALITY (PRINTER/PHOTOCOPY/ SCANNER):		
		Colour Printing		
		Copy		
		Print		
		Printing to user box		
		Scan in colour (A4 and A3) to Email, USB & folder		
		Duplex compatible		
		Min Pages per minute (mono)		
		Min Pages per minute (colour)		
		Drawer paper capacity		
		Minimum monthly volume		
		Bypass Tray		

		Automatic Document Feeder		
		2 * Standard Drawers		
		Print on A3 & A4		
		Memory Size (minimum)		
		HDD Capacity (minimum)		
		User authentication		
		Secure print to a user box		
		Instant execution		
		USB Port		
		Professional Finisher		
		Additional Drawers		
		Additional Drawers		
		Staple kit		
		Punch kit		
		Surge Protector		
		Colour Printing		
		Copy		
		Print		
		Scan in colour		

3	**Low-end Desk colour MFC machine** (Quantity = 11)	Duplex compatible		
		Min Pages per minute (mono)		
		Min Pages per minute (colour)		
		Drawer paper capacity		
		Minimum monthly volume		
		Bypass Tray		
		Memory Size (minimum)		
		HDD Capacity (minimum)		
		Instant execution		
		Surge Protector		
	System Functionality / Features	Follow me functionality / Print Roaming		
		Remote monitoring for pro-activeness to determine toner levels, meter readings.		
		Embedded with Internet of Things (IoT) technology to monitor performance and predict any support issues to be encountered.		
		Embedded remote technology to track utilisation and billing.		
		Must work with print server functionality. The print server software and installation must form part of the proposal.		
		Managed solution must provide interactive data analytics and visualisation for reporting.		

		Latest technology machines, not older than 3 years in the market		
	Equipment delivery, installation and support	The successful bidder will be required to deliver and configure the printers to their respective offices.		
		Support and maintenance will be required to be conducted at the offices where the printers will be located.		
		The successful bidder will be required to monitor tonner levels, and pro-actively replace the tonners before they are finished.		
		A dedicated Account Manager and a support desk operating according to business requirements of the MICT SETA to maximise service availability and improve user experience. The MICT SETA business hours from Monday to Friday at 08:00 to 16:30.		
		A service level agreement to guarantee and measure service performance will be signed, with penalties for poor performance.		
		Monthly SLA review meetings will be conducted.		
	Handover and Training	Setup, installation, all programming and handover to MICT SETA.		
		Technical training on print server management and basic printer troubleshooting.		

		Basic user training on the printing equipment.		
		Standard Operation Procedures		

Compliance with the above technical requirements is a must as it is assumed that these are minimum functionality of the ideal MICT SETA required printing services. Bidders are further requested to elaborate on the corresponding column how their system addresses the MICT SETA requirements as detailed.

Signed: _____

Name:

Capacity:

Date: ...... / ...... / 2021