

Tender Number: T20/08/20

Tender description: Request for Proposal for the Rental of New Multi-Function Printing Devices for IDC Regional Offices

Question and Answers Version 1

No.	Question	Type	Answer
1	We would like to bid for the supply of printers, we want to bid for 2 offices only where our branches are located, can we do this?	Technical	The requirement for this RFP is for the provision of MFP devices to all fifteen (15) regional offices by a bidding entity as detailed in the issued bid document.
2	We would like some clarity on your procurement pre-qualification process: Page 25 point 5.2.2 three references of installing 10 MFP devices or more. As a Start-up company we do not have this type of client base as yet. I however, have done many of these projects as the technical Supervisor, I was responsible for installing and implementing many similar projects including University of Johannesburg, Minuteman press franchises and NECSA. Can we claim for Functionality experience based on my experience in the industry and not just on our company experience?	Technical	The objective of this technical criterion is to specifically assess the bidding entity's experience with rendering services related to the supply, installation, maintenance, servicing and support of MFP devices to clients who have or had similar requirements to that of the IDC.
3	We are authorized dealers of Bidvest Office Develop South Africa and we will use Bidvest Office Konica Minolta South Africa to service and maintain the equipment for us as we do not have service technicians in all areas. Do we need to have a joint venture agreement or subcontracting agreement? Bidvest Office is our supplier and we are not subcontracting the contract to them they would be assisting with their dealer network as per our dealer agreement.	Technical	Refer to "RFP, Section 5, Annexure 7, Table (b)" where bidders are required to complete details of their geographic footprint and maintenance plan. Here bidders are required to substantiate how support and maintenance will be provided if a bidder does not have physical presence in a specific region. The information provided in this section will be evaluated in line with the technical evaluation criterion as per "RFP, Section 3, point 5.2.3". It will be up to the bidder's discretion to decide upon the relevant bidding structure to select when submitting a bid and how a bidder's existing agreement(s) has an impact on this.

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4	We are not the importers of the product and we Buy from Bidvest Office in ZAR, I do not know how to calculate the local content. How critical is this to the Tender?	Commercial	Local content will not be relevant to this tender. The Local Content annexure forms part of the standard bidding documents and bidders can mark it as "Not Applicable" when submitting a bid.
5	With regards to point number: 5.1.3 MFP Device Minimum Functionality (page 22) - Secure printing with pin code using print management software: • How many users at each site?	Technical	IDC Regional offices have two to three users but not more than five users.
6	With regards to point number: 5.1.3 MFP Device Minimum Functionality (page 22) - Secure printing with pin code using print management software: • Is the print management software for secure print only or is reporting and 'follow me' printing required?	Technical	The Print management software is for both, secure printing and follow me printing.
7	With reference to Point 14. Promotion of Emerging Black owned Service Providers, please can we obtain clarity on the values / volumes required to be assigned to the sub-contractors	Commercial	The requirements of this RFP does not place a mandatory obligation upon bidders to subcontract work however, bidders are encouraged to do so, where feasible, to promote transformation of emerging black owned entities.
8	Could you please advise what printer management software you are currently using at your Head Office? Do you have a 100 meg or higher connections between your regional offices and your Head office?	Technical	MaxMan is the current print management software that is used at the IDC Head Office. The IDC has a 10Meg connection between Regional Offices and the IDC Head Office.
9	For the above mentioned RFP on page 29 Table B – Click charges. Kindly advise if the average monthly volumes is for all 15 printers OR per printer?	Technical	The average monthly volumes is the combined volume for all 15 printers in the mentioned regional offices.
10	Is the IDC currently using any print management software?	Technical	MaxMan is the current print management software that is used at the IDC Head Office.
11	How many users in total are to be connected and monitored on these printers?	Technical	IDC Regional offices have two to three users but not more than five users.