


RFP Number: T27/08/23

RFP description: REQUEST FOR PROPOSAL FOR THE RENTAL OF MULTI-FUNCTIONAL PRINTERS FOR A PERIOD OF 36 MONTHS

Question and Answers Version 1

No.	Question	Type	Answer
1	Device Specification •Please confirm print size for Type 1 Printer (RFP p. 19/50) is A4 only or is A3 print output required?	Technical	Please refer to the specification in 5.2.1 of the RFQ document.
2	IDC Locations •Please confirm the installation addresses for the MFP's are all only to IDC Head Office?	Technical	Please refer to background information paragraph 2
3	Will all devices be installed at IDC Head Office? We require this to accurately calculate installation and delivery cost as well as the service costs per print.	Technical	Please refer to background information paragraph 2
4	7.3 Once Off Costs (RFP p.31/50) •Print Management Software oPlease confirm IDC requires the cost of the Annual Software Maintenance be included for 3 years to correspond the requested 3 year MFP rental costing?	Technical	Yes
<u>MFP Type 1 : Desk Printers :</u>			
6	Must this device print on A4 & A3 sizes or will A4 be suitable for the desktop printers ?	Technical	Please refer to the specification in 5.2.1 of the RFQ document.
7	Will the Printers be placed on a desk or must the printers have an additional cabinet to stand on / free standing ?	Technical	Place on a desk
8	Staple finisher requirement : Must the Desk Printers also have the stapling options ?	Technical	No
9	If so will 50-page staple finisher be sufficient ?	Technical	No
10	How many users will print to each of the printers ?	Technical	Plus or minus 5 users per printer
11	Will the printers be connected to the IDC network ?	Technical	Yes
12	Must the print management software also be embedded on the printers?	Technical	Yes

13	Must the printers - document feeder be a dual scanner (scan on both sides at once) or will the requirement be - to scan 1 side and the automatic document feeder will turn the page?	Technical	Please refer to the specification in 5.2.1 of the RFP document.
14	How many paper trays must the printers have?	Technical	1 per tray
	<u>MFP Type 2 : Office MFP :</u>		
15	Please confirm the size of the Staple finisher requirement on the Type 2 devices : will IDC require staple finishers that can staple up to 50- or 100-page ?	Technical	SK602 50 sheets or more, Answer: please refer to the specification in 5.2.2 of the RFP document.
	<u>MFP Type 3 : Production MFP :</u>		
16	Please confirm the size of the Staple finisher requirement on the Type 3 devices : will IDC require staple finishers that can staple up to	Technical	SK602 100-page Answer: please refer to the specification in 5.2.1 of the RFP document.
17	What will be printed / copied on the Type 3 devices?	Technical	Documents.
18	Will the Fiery Controller be a requirement on the Type 3 devices ?	Technical	Yes
	<u>MFP Type 4 : Production MFP - Record Management :</u>		
19	Staple finisher requirement : 100-page staple finishers?	Technical	Please refer to the specification in 5.2.4 of the RFP document.
20	Please note that the Production devices has a special power plug / power connection that IDC will need to supply 	Technical	Please refer to the specification in 5.2.4 of the RFP document
21	What will be printed / copied on the Type 4 devices ?	Technical	Documents.
22	Will the Controller be a requirement on the Type 4 devices ?	Technical	Yes
23	IF so, must it be the Fiery Controller or can we propose our Konica Minolta Controller that will be more cost effective ?	Technical	Fiery controller will do
24	How many users will be connected to the production devices?	Technical	The whole organization
25	Will this device only be used for printing / copies or will this device be used for scanning as well ?	Technical	Both
	<u>Production High Volume Scanners</u>		
26	Must the scanners also form part of the Print Management solution ?	Technical	Yes
27	How many users will be connected to the scanner - per scanner ?	Technical	Plus or minus 20 users

	Scan to SharePoint :		
28	Please confirm if IDC Sharepoint Solution is local or is the solution online.	Technical	Solution online
29	Are there maybe any processes that IDC will want to streamline ?	Technical	No
30	Reference is made to Annexure 9 but we are unable to find this document.	Admin	There is no Annexure 9, typing error.
31	Should asset insurance be included or excluded from the rental?	Technical	No
32	Please refer to 5.1.10 (Printing Management Software) next to "Supported Printing Environments"– please elaborate on what is meant by "auto-detection" of the user's login details.	Technical	when you put in the printer code, the printer should be able to pull the username and email address.
33	Will a WeTransfer link be acceptable for submission should the attachment size exceed 50 Mbps	Admin	Bidders can break down the submission into the different schedules
34	Can the submission be sent in separate emails should the attachment size exceed 50 Mbps	Admin	Yes, you can break down the submission into the different schedules
35	Refer to number 6 (Supplier Performance Management) please elaborate on the information that the scorecard should contain.	Admin	To be discussed at award stage with the successful bidder. Information included in the SLA
36	Refer to 3.7 – (Printer Consumables) Does this requirement refer to shelf toner or device toner?	Technical	Both
37	Will the service penalty fall away if the faulty device is replaced with a loan unit within the time given to repair (4 hours)	Technical	Yes
38	Can an extension be granted for submission as responses to these questions will be made available 2 days before the submission is due. These questions were raised by several departments within our company and we would need to give each department ample time to review and process the feedback.	Technical	Unfortunately we cannot extend the closing date
	With regard to the scanners that are required, is the scanning size correct (11.7" x 100") as 100" is 254cm which is 2.54 meters. The main issue is that the scanning surface size that has been requested is 2.54 meters - A3 and A4 documents are much smaller in size.	Technical	Typo error, ADF: 8.5" x 40"