

RFP 29/2024: APPOINTMENT OF A SECOND PRINTING BRAND (OEM) FOR STANDARDISATION OF PRINTERS ACROSS SARS OFFICES

Communication #1

Date of Issue: 29 JANUARY 2025

1. Answers to questions posed by Bidders.

These questions and answers as well as issued / reissued documents referred to in this document can be found on SARS’s website at www.sars.gov.za.

Question and Answer

No	Question	Answer
1.	Is SARS a participant in the RT3/22	Kindly refer to page 25 of 37 in the <u>SARS RFP 29-2024 1-1 Main RFP Document</u> , which states that, “SARS will then procure and/or rent printers from the two (2) standardized printer brands (Ricoh and the second brand that will be appointed through this RFP process). The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only from the accredited partners of both brands).”

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2.	Will SARS want us to quote based on the upgrade rates as part of the contract	Kindly refer to page 25 of 37 in the <u>SARS RFP 29-2024 1-1 Main RFP Document</u> , which states that, “SARS will then procure and/or rent printers from the two (2) standardized printer brands (Ricoh and the second brand that will be appointed through this RFP process). The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only from the accredited partners of both brands).”
3.	When we are looking at your classes are you looking for one to four or you are looking at 1,2 and 3 classes and what kind of page speed product.	There should be four classes, but class 2 is broken down into A and B. NB: Kindly refer to the updated, <u>SARS RFP 29-2024 2-1 Business Requirement Specification</u>
4.	Where do we get those documents that presenting to us.	The documents have been published on SARS website and National Treasury e-Tender.
5.	You guys allow us, as the service providers to outsource the third parties for the OEM like printing machine.	SARS interest and/or target market for this tender is to appoint the Original Equipment Manufacturer (OEMs). NB: Only OEMs must respond to this tender, as per the SARS business requirements specification and the mandatory requirement.
6.	Context: I just need to clarify or request some guidance on 2 items linked to the Tender response of RFP 29/2024.	

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	<p>1. In the Business Requirement Specification PDF, there is this statement below –</p> <p><i>“Print Technology: Utilize laser printing technology and support standard print languages such as PCL 5c, PCL 6, Postscript level 3 emulation, and PDF.”</i></p> <p>The request is that would SARS look at an alternative print technology ensuring all other requirements are met.</p> <p>OEM A do have a unique offering in our solution and OEM A would love to share the savings SARS can expect in the 5-year period.</p>	<p>Bidders are requested to adhere to the SARS business requirement, however, if a bidder has a better solution than the SARS requirements SARS would be interested to know about that solution.</p>						
7.	<p>Context: Is linked to this table</p> <p>Table 5: Mandatory evaluation criteria</p> <table border="1" data-bbox="172 963 1205 1214"> <thead> <tr> <th data-bbox="172 963 232 1054">No:</th><th data-bbox="232 963 439 1054">Mandatory evaluation criteria</th><th data-bbox="439 963 1205 1054">Bidder to submit as proof</th></tr> </thead> <tbody> <tr> <td data-bbox="172 1054 232 1214">1.</td><td data-bbox="232 1054 439 1214">Accreditation for the Mult Functional Printer (MFP) brand.</td><td data-bbox="439 1054 1205 1214">The Bidder must provide a signed letter from its company representatives, which confirms that, the Bidder is an Original Equipment Manufacturer (OEM) of the Multi-Functional Printer (MFP) brand.</td></tr> </tbody> </table> <p>With OEM A META-CWA our Head office based in Dubai we are not listed on CSD and use our loyal partner channel to assist in pre and post sales, are we able to confirm a list of Authorised partners that can sell and service OEM A Office</p>	No:	Mandatory evaluation criteria	Bidder to submit as proof	1.	Accreditation for the Mult Functional Printer (MFP) brand.	The Bidder must provide a signed letter from its company representatives, which confirms that, the Bidder is an Original Equipment Manufacturer (OEM) of the Multi-Functional Printer (MFP) brand.	<p>The Original Equipment Manufacturer (OEM) is not required to submit a CSD report, if they do not have a CSD report.</p>
No:	Mandatory evaluation criteria	Bidder to submit as proof						
1.	Accreditation for the Mult Functional Printer (MFP) brand.	The Bidder must provide a signed letter from its company representatives, which confirms that, the Bidder is an Original Equipment Manufacturer (OEM) of the Multi-Functional Printer (MFP) brand.						

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	<p>devices – MFPs?</p>	<p>At this point in time, SARS does not require the OEM to provide the list of its partners/ distributors/ re-sellers.</p>
8.	<p>Context: I have a question with regards to the PaperCut at SARS.</p> <p>Questions: Does SARS have an Embedded license for OEM B, considering we need to embed the OEM B Machine on their PaperCut instance. We just need to make sure that the OEM B devices will be able to embed on your current PaperCut instance.</p> <p>For embedded to work you will need a Konica Minolta Embedded device. If you do not have PaperCut embedded device loaded on your PaperCut instance it will not work. unless you are using a trial license, or should we supply SARS with a Konica Minolta trial license for embedding of the PaperCut to take place?</p> <p>Is the PaperCut instance already installed and configured or will we install and configure the PaperCut on your server.</p> <p>For mandatory evaluation criteria indication is for 4 different models (MFP) and size, should we provide all for options or how as previously only 2 models were required?</p>	<p>No, SARS does not have an Embedded license for Konica Minolta.</p> <p>Konica Minolta can/should provide a trial license.</p> <p>Papercut is already installed.</p>

No	Question	Answer
		For purposes of mandatory requirements, bidders are mainly requested to confirm if their device confirms with the requirements or not in the attached, <u>SARS RFP 29-2024 5-1 Mandatory Response Template</u>
9.	<p>I am seeking clarification on the Reseller / OEM arrangement.</p> <p>During the tender briefing and the RFQ document, it refers to both the Reseller and OEM, but that SARS will deal directly with the OEM.</p> <p>I also understood the briefing, that the Reseller will submit a bid on an OEM brand, and that SARS will contact the OEM directly for the technical evaluation.</p> <p>Please can we request our answer to this, as it is a bit ambiguous?</p>	<p>Kindly refer to page 25 of 37 in the <u>SARS RFP 29-2024 1-1 Main RFP Document</u>, which states that, “SARS will then procure and/or rent printers from the two (2) standardized printer brands (Ricoh and the second brand that will be appointed through this RFP process). The procurement and/or renting of printers from the two (2) brands, will be done through either a transversal contracts or limited bid (only from the accredited partners of both brands).”</p> <p>SARS interest and/or target market for this tender is to appoint the Original Equipment Manufacturer (OEMs).</p> <p>NB: Only OEMs must respond to this tender.</p>
10.	<p>See below some questions regarding SARS tender</p> <p>In the following document - SARS RFP 29-2024 2-1 Business Requirement Specification.pdf.</p> <p>Pages 5 & 6 specify 4 classes of products: Class 1 (30ppm), Class 2 (40/30ppm),</p>	<p>It is crucial to align your MFP offerings with the detailed classifications specified on Pages 5 & 6 of the BRS. Each class is tailored to meet SARS varied operational demands and printing capacities, the minimum hardware specification mentioned are just a baseline to guide Bidders not to submit MFPs that are below the minimum specification. In addition, the SARS Operating Environment section outlines MPVs categorized as Low, Medium,</p>

No	Question	Answer
	<p>Class 3 (50/40ppm), Class 4 (>50ppm). Yet at bottom of page 6 you have</p> <ul style="list-style-type: none"> The MFPs under consideration should meet the following minimum hardware specifications: Print Speed: Capable of printing up to 23-40 ppm for A4 and letter-sized black and white documents, and up to 20-30 ppm for colour documents. <p>Page 8 you break down your requirement into 3 levels i.e. Low MPV, Medium MPV and High MPV.</p> <p>Above are conflicting. What specification do we need to base the product selection on?</p> <p>What are your current Monthly Print Volumes or expected volume for new/tendered fleet?</p>	<p>and High. This categorization is essential for ensuring that the MFPs proposed are not only technically competent but also closely matched to our expected usage patterns for that class. This section is meant to supplement the 4 classes.</p> <p>NB: All printers within Classes 1, 2, 3, and 4 must be clearly identifiable by their MPV category. For instance, Class 1 printers should be recognized as Low MPV options, while Class 3 printers align with High MPV requirements. Class 4, listed as an exception due to its advanced capabilities, also falls into the High MPV category. This clear identification will help ensure that each printer's capabilities are directly matched to the specific needs and printing volumes of the departments they will serve within SARS.</p> <p>Since this RFP is focused on standardizing on a printing brand, it's important to clarify that we are not requesting bidders to provide quantities of each model within the specified classes. Instead, the primary objective is to evaluate whether the models proposed by the OEM align with our classification requirements and operational needs.</p> <p>Since no procurement will be finalized as part of this RFP process, the emphasis is on assessing the suitability the OEMs printers across each</p>

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	What is the product quantity split between above categories/levels	class—ensuring they meet SARS’ specified standards and requirements. Therefore, OEMs must focus on proposing at least one printer model per class as defined in the RFP. This approach will allow us to comprehensively test and verify that each model meets the expectations for its respective category and there is not the need for a detailed product quantity split at this stage.
11.	<p>Please note that the Technical Response and Mandatory Response templates contains the same information.</p> <p>As per table 5 within the Main RFP document, the Mandatory response template should contain the requirements whereby the bidder needs to either comply/do not comply</p> <p>The Bidder must confirm (on the mandatory response template, through either indicating comply/ do not comply) that, the MFPs that they are proving are capable of the following functionality:</p> <p>Kindly provide the updated template which contains these requirements/functionalities.</p>	<p>Kindly see the updated, <u>SARS RFP 29-2024 5-1 Mandatory Response Template</u></p>

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12.	<p>Please can you confirm if the attached document for Mandatory Response Template is the correct template that should be used.</p> <p>As per briefing session on the 17/01 a new document would be update on the website by 20/01 however it seems to be the exact same document.</p> <p>Please could you advise as we would need this to plan our submission.</p>	<p>Kindly see the updated, <u>SARS RFP 29-2024 5-1 Mandatory Response Template</u></p>
13.	<p>We just want to confirm whom must respond to this tender, is it the reseller, the distributor or the OEM?</p>	<p>SARS interest and/or target market for this tender is to appoint the Original Equipment Manufacturer (OEMs).</p> <p>NB: Only OEMs must respond to this tender.</p>
14.	<p>We are kindly requesting for minutes/recording of the briefing session for RFP 29/2024 that held on the 17th of January.</p>	<p>Kindly refer to the Non-Compulsory briefing session presentation</p>
15.	<p>As part of our ongoing efforts to support our business operations and strengthen our channel partnerships, we, OEM C South Africa, would like to inquire about the possibility of a deviation allowing our first-tier distributor to submit a tender response on our behalf.</p> <p>We have a standing agreement in our business processes to equip and invest in our channel partners, ensuring they operate efficiently with our full backing and support. Given this collaboration, we believe that permitting our distributor to engage in the tender process on our behalf will further enhance the smooth</p>	<p>SARS interest and/or target market for this tender is to appoint the Original Equipment Manufacturer (OEMs).</p> <p>NB: Only OEMs must respond to this tender, as per the business requirement specification and the mandatory requirement.</p>

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	<p>operation and execution of our business objectives.</p> <p>We would greatly appreciate your guidance on whether such a deviation would be possible and, if so, the necessary steps to facilitate this.</p>	<p>SARS would for purposes of this tender, not accept and/or disqualify (at mandatory evaluation) any re-seller or accredited partner or any bidder other than the Original Equipment Manufacturer (OEMs) that will respond to this tender, as per the mandatory requirements of the tender.</p>

RE-ISSUED DOCUMENTS

NO:	RE- ISSUED DOCUMENTS	COMMENT
1.	SARS RFP 29-2024 2-1 Business Requirement Specification	
2.	SARS RFP 29-2024 5-1 Mandatory Response Template	