

RFP 01/2024: STANDARDIZATION ON TWO (2) MULTI-FUNCTION PRINTER (MFP) BRANDS ACROSS SARS OFFICES

Communication #2

Date of Issue: 15 May 2024

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.	Please could I ask if we are able to get a copy of the recording for the briefing of RFP 01/2024. We did not attend and found the tender only today.	The non-compulsory briefing session presentation has been uploaded on both the SARS website and National Treasury (NT) portal e-Tender.

No	Question	Answer
2.	<p>Please could you advise where we can find more information on what you require to be covered on the Warrant of the devices? I am a bit confused as you mentioned that you do not want us to provide you Service contract as it will be done by your own inhouse team.</p>	<p>SARS is referring to Basic Warranty Services: Parts and Labour, Hardware and Software Failures, Technical and Software Support, Onsite Repairs and Replacement of MFPs.</p> <p>Possible Extras: Extended Warranty Coverage, Accidental Damage Cover, User Training, and Initial Installation Service.</p>
3.	<p>Will consumables be purchased as and when needed and what is the escalation of these items over the 5-year period.</p>	<p>No, consumables will not be replenished at a cost during the evaluation of the MFPs. It would be preferable that bidders submit devices that have full toners.</p>
4.	<p>Could you also advise what is the minimum term should the rental of the devices be proposed?</p>	<p>5 Years, however this will not be evaluated.</p>
5.	<p>I have question in relation to technical support It doesn't stipulate on the document which size printer is require A4 or A3 it only says 40ppm for 1 machine I would like to know does both printers needs to be 40ppm and is it A4 or A3.</p>	<p>Bidders must supply printers that can print both A4 and A3 as per Tray Capacity section of the BRS document. The document specifies a minimum print speed of 23-40 pages per minute (ppm) for Black and White and up to 20-30 ppm for color, and this requirement is particularly directed toward A4-sized documents, which is the most commonly used paper size in our office environments. For A3-sized documents, while the capability to print this size is</p>

No	Question	Answer
		required for flexibility, there is no specific speed requirement because A3 prints are generally less frequent and can be accommodated at any speed.
6.	Regarding Table 6: Technical evaluation criteria Page 11 of 28 of the main RFP Document. SARS mentions the use of RFID Cards for Easy Authentication along with Microsoft Universal Print and Microsoft Cloud Authentication, assuming SARS is referring to Azure AD, and there shouldn't be any additional Software to handle this authentication with a card reader attached to a printer. There is no Printer Make or Model that can use a Card Reader that will read SARS' RFID Access Cards without additional Print Management Software, the Card Reader attached to the printer cannot communicate directly with Azure AD or any Directory Service without additional Print Management Software to Microsoft Universal Print and please note that Microsoft Universal Print only handles Direct Printing, it does not handle Authentication or locking the front panel of the printer so that users can authenticate to use the printer features. May you please clarify on the Requirement of using RFID Cards for authentication without additional Print Management Software working in conjunction with Microsoft Universal Print?	SARS requires that the authentication for the MFP be handled by the OEM software or operating system of the device, without the use of any third-party software. This criterion has been validated through practical testing, and bidders are encouraged to propose MFPs that they believe best fulfill this requirement. SARS will assess this specific requirement based on demonstrated effectiveness in real-world scenarios.

No	Question					Answer																		
	<table border="1"> <thead> <tr> <th data-bbox="159 309 188 328">No:</th> <th data-bbox="188 309 315 328">Criterion</th> <th data-bbox="315 309 546 328">Description of the criteria</th> <th data-bbox="546 309 712 328">Evaluation values</th> <th data-bbox="712 309 779 328">Weighting</th> <th data-bbox="779 309 1064 328">RATING SCALE</th> </tr> </thead> <tbody> <tr> <td data-bbox="159 352 188 371">1.</td> <td data-bbox="188 352 315 371">Technical Solution</td> <td data-bbox="315 352 546 371"></td> <td data-bbox="546 352 712 371"></td> <td data-bbox="712 352 779 371">64</td> <td data-bbox="779 352 1064 371"></td> </tr> <tr> <td data-bbox="159 440 188 459">1.1.</td> <td data-bbox="188 440 315 523">Requirements for technical solution</td> <td data-bbox="315 376 546 523">Means that the provider of the printer complies with all the key elements required such as Native management via Microsoft Universal Print, can securely Scan to OneDrive natively, No on Premise or 3rd party (non-Microsoft) cloud solution deployments, use Microsoft Best practice Authentication and can use SARS RFID cards for Easy authentication</td> <td data-bbox="546 376 712 523">The bidder's solution must provide the following items Samples and evidence must also be provided. a) Natively Supports Microsoft Universal print. b) Native capability to scan to Microsoft OneDrive. c) No Server or system</td> <td data-bbox="712 440 779 459">30</td> <td data-bbox="779 376 1064 523">(a) Meets full requirements, complies with all the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No Server or Systems needed, supports best practice Microsoft Cloud Authentication, Supports SARS RFID cards for Authentication to meet the needs = 30 points (b) Meets 3 of the requirements, complies with some of the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No</td> </tr> </tbody> </table>					No:	Criterion	Description of the criteria	Evaluation values	Weighting	RATING SCALE	1.	Technical Solution			64		1.1.	Requirements for technical solution	Means that the provider of the printer complies with all the key elements required such as Native management via Microsoft Universal Print, can securely Scan to OneDrive natively, No on Premise or 3 rd party (non-Microsoft) cloud solution deployments, use Microsoft Best practice Authentication and can use SARS RFID cards for Easy authentication	The bidder's solution must provide the following items Samples and evidence must also be provided. a) Natively Supports Microsoft Universal print. b) Native capability to scan to Microsoft OneDrive. c) No Server or system	30	(a) Meets full requirements, complies with all the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No Server or Systems needed, supports best practice Microsoft Cloud Authentication, Supports SARS RFID cards for Authentication to meet the needs = 30 points (b) Meets 3 of the requirements, complies with some of the key elements required such as Native Universal Print Support, Native Scan to OneDrive. No	
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