COASTAL KZN TVET COLLEGE

SUPPLY AND MAINTANCE OF PRINTING SOLUTIONS

CONTRACT PERIOD: 36 MONTHS

BID NUMBER: ICT CKZN 004/2025

CLOSING DATE & TIME: 16/01/2026

STRICTLY AT 12:00

NAME OF BIDDER:	
CENTRAL SUPPLIER DATABASE REGISTRATION NUMBER.	

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SUPPLY AND DELIVERY OF PRINTING SOLUTIONS

BID NUMBER: ICT CKZN 004/2025

1. SUMMARY AND BACKGROUND

Coastal KZN TVET College is currently in contract with outsourced printer suppliers. The current printer providers contracts are approaching termination, and some are already terminated. Taking this into consideration, and the scale of the current printer requirements at the college, as well as the Supply Chain Management procurement processes, the college has intention to procure the services of a Printer Service, who will take over and supply comprehensive printing equipment, service and a effective and efficient Printing Solution.

Subsequently, the College is seeking an experienced service provider backed by a strong technical team. The successful bidder is expected to ensure that Printing services are up-to-date and running optimally. Thus, enhancing the Teaching & Learning experience while driving continual improvement throughout the College.

2. REGISTRATION ON CENTRAL SUPPLIER DATABASE

The bidder must be registered on Central Supplier Database (CSD) in order to do business with the College. A copy of CSD Report must be submitted with the bid and failure to submit will result in disqualification.

3. COMPULSORY DOCUMENTS/ COMPULSORY CONDITIONS OF THE CONTRACT

The bid must be submitted in a sealed envelope with the name of the company, item description and bid number clearly marked on the envelope. The following documents m**ust** be submitted with the proposal and failure to submit any of these documents will result in disqualification.

3.1 A company profile (Including at least three ICT Qualifications)

3.2 A South African company CSD Report that is not more than three months

3.3 A BBBEE Certificate or Sworn Affidavit

3.4 A bank rating letter between A/B/C

3.5 Proof of Experience in providing similar service (3 reference letters)

3.6 Three months bank statement

3.7 The Bidder must be certified with the IT vendor Certificate for installation of servers

3.8 The Bidder must provide a COIDA compliance certificate

3.9 The Bidder must provide a public liability certificate with minimum of R1 million ran

Note
The Bidder must submit a soft copy of the proposal including returnable (USB)

3.2 Stage 2 - Functionality / Technical
The functional/technical evaluation will be based on a threshold, where Bidders who fail to achieve a minimum of 70 points out of a total of 100 points will not be considered further in the evaluation process.

The criteria will be as follows:
Scoring and Threshold – See Scoring for Weighting

Item	Functionality Criteria	Means of verification	POINTS IN %	Points Scored
1	**Access to the experienced IT technicians** • IT/ Electronics qualifications with 0-1 year experience in providing similar services (5) • IT/ Electronics qualifications with 1-2 years experience in providing similar services (10) • IT/ Electronics qualifications with 3-5 years experience in providing similar services (20) • IT/ Electronics qualifications with 5 years or more experience in providing similar services (25)	**CVs of key Personnel**	25%	
2.	**Experience in proving printing Solutions** • 1 contract = 10 points	**Reference Letters**	50%	

	• 2 contracts =20 points • 3 contracts = 30 points • 4 contracts = 40 points • 5 contracts = 50 points			
3.	**Financial Capacity.** Submission of valid proof of financial capacity issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business Non-submission of proof of duly completed and signed financial capacity in accordance with the law (0) --- • Submission of a valid letter from financial institution to the monetary value of below R50 000.00 issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the value of R100 000.00 and below. (5) -- • valid letter from financial institution to the monetary value of between R99 999.00 and R50 000.00 issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the monetary value of between R100 000.00 and R500 000.00 (10) -- • Submission of a valid letter from	Letter from the approved financial institution, Bank Statement or and credit overdraft statement	25%	

	financial institution to the minimum monetary value of R100 000.00 issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005 or proof of overdraft facility in the name of the business to the monetary value of R1000 000.00 and above. (20) -------------------------------- • Submission of a Bank Statement from financial institution to the minimum monetary value of R2 million rand or more issued by a financial institution authorized to offer credit in terms of National Credit Act 34 of 2005. (25)			
TOTAL – Phase 2		**100**		
Phase 3				
B1	**Price**	**80**		
C1	**B-BBEE Credential level**	**10**		
	Total	**100**		

4. DECLARATION OF INTEREST

4.1 Any legal person, including persons employed by the state[1], or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes a price quotation, advertised competitive bid, limited bid or proposal). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where -

The bidder is employed by the state; and/or

The legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

4.2 **To give effect to the above, the following questionnaire must be completed and submitted with the bid.**

4.2.1 Full Name of bidder or his or her representative: …………………………………………………………………

Identity Number: ………..

Position occupied in the Company (director, trustee, shareholder[2]): …………………………………

Company Registration Number: ……………………………………………………………………………………..

Tax Reference Number: ………………………………………………………………………………………………………

VAT Registration Number: ……………………………………………………………………………………………………

The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / persal numbers must be indicated in paragraph 3 below.

[1] "State" means–
any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
any municipality or municipal entity;
provincial legislature;
national Assembly or the national Council of provinces; or
Parliament.

[2]" Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

4.2.3 Are you or any person connected with the bidder presently employed by the state? **YES/NO**

If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member………………………………………………….

Name of state institution at which you or the person connected to the bidder is employed:

…….....
.

Position occupied in the state institution…………………………………………………………………………

Any other particulars:
……….

……….

……..

If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES/NO**

If yes, did you attach proof of such authority to the bid document **YES/NO**

<u>(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid).</u>

If no, furnish reasons for non-submission of such proof:

……….

……….

………

Did you or your spouse, or any of the company's directors /trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES/NO**

If so, furnish particulars:
………

………

……….

Do you, or any person connected with the bidder, have any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid?

If so, furnish particulars.

………

………..

4.2.4 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid?

YES/NO

If so, furnish particulars**.**
………
………

………
……….

………
……….

Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether they are bidding for this contract? **YES/NO**

If so, furnish particulars:
………
…………

………
…………

………
…………

Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Tax Reference Number	State Employee Number / Persal Number

DECLARATION

I, THE UNDERSIGNED (FULL NAMES & SURNAME) ………………….…………………………………………………………

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

…………………………………. ……………………………………………

Signature	Date
………………………………….	………………………………………………
Position	Name of bidder

5. PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

GENERAL CONDITIONS

The following preference point systems are applicable to all bids:

the 80/20 system for requirements with a Rand value of below R50 000 000 (all applicable taxes included).

a) The value of this bid is estimated to **not** exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable: or

Points for this bid shall be awarded for:

Price; and

B-BBEE Status Level of Contributor.

The maximum points for this bid are allocated as follows:

	POINTS
PRICE	**80**
B-BBEE STATUS LEVEL OF CONTRIBUTOR	**20**
Total points for Price and B-BBEE must not exceed	**100**

Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

DEFINITIONS

"B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

"**B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

"bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;

"Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

"EME" means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

"functionality" means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.

"prices" includes all applicable taxes less all unconditional discounts;

"proof of B-BBEE status level of contributor" means:

B-BBEE Status level certificate issued by an authorized body or person;

A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;

Any other requirement prescribed in terms of the B-BBEE Act;

"QSE" means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;

"rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

POINTS AWARDED FOR PRICE

THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:
80/20

$\text{Price Points}=80\times(1-PminP-Pmin)$
Where

Ps	=	Points scored for price of bid under consideration
Pt	=	Price of bid under consideration
Pmin	=	Price of lowest acceptable bid

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	10
2	8
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

BID DECLARATION

Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

B-BBEE Status Level of Contributor: .... = ...(maximum of 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

SUB-CONTRACTING

Will any portion of the contract be sub-contracted?

(***Tick applicable box***)

YES		NO	

If yes, indicate:

What percentage of the contract will be subcontracted..............................%
The name of the sub-contractor..

The B-BBEE status level of the sub-contractor...
Whether the sub-contractor is an EME or QSE
(Tick applicable box)

YES		NO	

Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations,2017:

Designated Group: An EME or QSE which is at last 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

Scope of Work

The role of the printer provider

- Supply Printers on a Lease Agreement.
- Install and Setup Physical Printers.
- Setup print server/s as per specific requirements.
- Setup follow me printing.
- Regularly Service all printers.
- Repair and resolve all Printer and printing related issues.
- Supply necessary consumables i.e. Toners, Drums, Fuser units etc.

Printer solution Key performance areas (KPA)

No.	KPA	Description
1.	**Printer Supply**	• Supply All Printers as per the requirements provided on the scope of work. • All Equipment must be new with service & support and relevant warrantees.
2.	**Hardware Support**	• Repair all printer faults and failures as per call out requirements or Service Level Agreement. • Ensure printers are working optimally
3.	**Servicing and Maintenance**	• Service all Printers on a regular basis • Ensure reporting is provided regularly of all printers serviced. • Service Maintenance Schedule to be provided during SLA development.
4.	**Consumables**	• Supply Toner / Ink cartridges for all printers. • Always ensure there is always backup toner every printer or department. • Supply other consumable i.e Fuser, Waste Bottles etc.
5.	**User Support**	• Provide Ad-hoc user support and setup when installing or replacing printers. • Assist and troubleshoot any printing challenges by supporting the onsite IT personnel should there be such challenges.
6.	**Reporting**	• Provide regular reports to IT Management and respective managers on all printer related aspects. • User print volumes • Updates and reports on Faults and Repairs • Reports on Services conducted

		• Other reports that may be required at any given time.

Printer requirements and specification

Estimated Number of printers

	A3 Workgroup Mono (Production)	A3 Workgroup Colour (Mid-High Volume)	A3 Workgroup Colour (Low Volume)	A4 Desktop Mono	Total
Central Office	1 Principal PA 1 HR 1 Finance(payroll)	1 SCM 1 (Masifundisane) 1 ADS Office	1 AP 1 DPA 1 PDF 1 DPCS 1 DPID		11
Umbumbulu Campus	1 Printing room 1 Printing room 1 Print room Admin	1 Exam 1 Library	1 CM 1 Proc	6 labs	13
Umlazi V Campus	1 Print room 1 Print room 1 Print room	1 Resource 1 Resource 1 Exams 1 Staffroom	1 HR 1 finance 1 Procu 1 CM	6 labs	17
Umlazi BB Campus	1 Print room 1 Print room	1 Exam 1 NSF 1 Staffroom	1 CM 1 Fin	5 Labs	12
Swinton Campus	1 Print room 1 Print room	1 Staffroom 1 Admin 1 Exam 1 Finance 1 EDU 1 Library	1 CM 1 Store 1 IT off 1 NSFAS	9 Labs	21
As-Salaam	1 admin block 1 admin block2	1 staffroom 1 Admin	0	4 labs	8
Ubuhle Bogu	1 Reception 1 Reception	1 CM	0	2 Labs	5
Appelsbosch	1 Exams 1 Exams 1 Exams 1 Library	1 CM 1 HOD	1 SSS 1 HOA	5 labs	13
Durban Campus	1 Printing room 1 Printing room 1 Printing room 1 Tooling Centre	1 Exam 1 Library 1 SSO 1 Staffroom	1 CM	5 Labs	14
Total	25	27	20	42	114

The number of printers that are estimated for the below specification is

A3 Workgroup Mono (Production)	
Standard Functionality	Copy, Print, Colour Scan, Duplex, WiFi Connectivity
Print Speed	100 page per minute
Scan Functionality	Scan to mail, folder, USB, Cloud, FTP
Monthly Volume	100 000 - 150 000 prints/copies
Paper Size	A5-SRA3
Standard Minimum Paper Capacity	5000 sheets (excl minimum 100 sheet bypass tray)
Minimum Memory	8Gb
UI	Colour Touch Screen
Print Resolution	1200 x 1200dpi
Print Management	MPS compatible device with MPS license
Booklet Finisher	Booklet and Staple Function, 250 Sheet Stack & Punch, up to 3000 sheet stackers

A3 Workgroup Colour (High Volume)	
Standard Functionality	Copy, Print, Colour Scan, Duplex, WiFi Connectivity

Print Speed	70-80 page per minute
Scan Functionality	Scan to mail, folder, USB, Cloud, FTP
Monthly Volume	up to 80 000 prints/copies
Paper Size	A5-SRA3
Standard Minimum Paper Capacity	4 x 500 sheet trays (excl minimum 100 sheet bypass tray)
Minimum Memory	6Gb
HDD	500 Gb
UI	Colour Touch Screen
Print Resolution	1200 x 1200dpi
Print Management	MPS compatible device with MPS license
Booklet Finisher	Booklet and Staple Function, 250 Sheet Stack & Punch, up to 2000 sheet stacker
Optional High Capacity Paper Feeder	up to 3000 sheets

A3 Workgroup Colour (Low Volume)	
Standard Functionality	Copy, Print, Colour Scan, Duplex, WiFi Connectivity
Print Speed	20-25 page per minute
Scan Functionality	Scan to mail, folder, USB, Cloud, FTP
Monthly Volume	up to 25 000 prints/copies
Paper Size	A5-A3
Standard Minimum Paper Capacity	2 x 500 sheet trays (excl minimum 100 sheet bypass tray)
Minimum Memory	6Gb
HDD	500 Gb
UI	Colour Touch Screen
Print Resolution	1200 x 1200dpi
Print Management	MPS compatible device with MPS license
Optional Paper Capacity	2000 sheets (excl minimum 100 sheet bypass tray)

A4 Desktop Mono	
Standard Functionality	Copy, Print, Colour Scan, Duplex, WiFi Connectivity
Print Speed	35-40 page per minute
Scan Functionality	Scan to mail, folder, USB, Cloud, FTP
Monthly Volume	up to 7500 prints/copies
Paper Size	A5-A4
Standard Minimum Paper Capacity	250 sheet tray (excl minimum 100 sheet bypass tray)

Minimum Memory	2Gb
UI	Colour Touch Screen
Print Resolution	1200 x 1200dpi
Print Management	MPS compatible device with MPS license
Optional Paper Capacity	800 sheet (excl minimum 100 sheet bypass tray)

Pricing

The financial proposal must:

Be structured on a 36-month lease model, inclusive of insurance for all hardware and software solutions.

Include a comprehensive cost-per-copy/print SLA, covering: All toner / ink, consumables, and parts (OEM genuine products only),

Repair and maintenance services,

Labour, travel, call-out fees, and spares.

Preventative maintenance

Emergency loan/backup devices within 48 hours

Remote first line support and systems

Compressive managed print services

Offer annual CPI-aligned escalations only—no additional escalations above CPI will be accepted.

Allow for optional 6-month extension terms post the initial contract expiry.

ITEMS	UNIT PRICE PER MONTH	QUANTITY	Total (per month)	Total +VAT	PRICE x36 months
A3 Workgroup Mono (Production)	R	25	R	R	R
A3 Workgroup Colour	R	27			R

(Mid-High Volume)					
A3 Workgroup Colour (Low Volume)	R	20			R
A4 Desktop Mono	R	42			R
Total Estimate					R
Total estimate x 3years					R

ADDITIONAL REQUIREMENTS

SPECIAL REQUIREMENTS FOR THE PROPOSED SOLUTION

The proposed solution must adhere to the following:

- Provide a comprehensive Managed Print Services (MPS) offering, inclusive of user, input and output visibility and manageability, device monitoring, remote management, reporting dashboards, automated reporting and service automation.
- The print technologies must be new and consist of the latest available models not older than 2 years.
- All devices must be covered by OEM warranties, with availability of spares and consumables guaranteed for a minimum of 5 years.
- Monthly reporting and SLA meetings must be included in the service framework.
- The solution must support environmental sustainability through: Energy Star / Blue Angel compliance,
- Duplex printing defaults,
- Toner-saving modes,
- OEM recycling programs,
- Features provided by must be able to reduce print waste and support green policies.
- Devices must support document digitisation, including scanning to email, cloud storage (e.g., OneDrive, Google Drive), OCR, and job routing automation.
- Managed print solution integration: For secure print release, job tracking, user quota management, analytics, and environmental impact reporting.
- Remote fleet management system: For remote monitoring of fleet health, toner levels, service alerts, meter readings, device usage stats, and predictive maintenance.
- Cloud Integration: Compatibility with hybrid cloud print environments and identity platforms (e.g., Azure AD).
- Surge Protection: All devices must be installed with surge protection units as standard.

- An efficient and effective logging system must be made available for all requests to be logged between the College and the Printer Service Provider.

- Regular reports must be provided to the College IT Management as well as internal IT Technicians and Managers where required.

Details to be defined during the SLA development.

PRINT MANAGEMENT SYSTEM

The Printer service provider, to provide a robust Print Management software system or similar solution to centrally monitor and manage the following:

- All Printers on the network, including any college owned machines.
- Monitoring all user printer and copy activity.
- Provide automated alerts for toner and other consumable replacement.
- Provide automated alerts for printer error and faults.
- Allow for reports to be generated when required.
- IT Management must have access to the system for monitoring purposes.

DOCUMENTATION AND RECORDING

The Printer service provider must keep electronic records of all printer counters from the day of inceptions to the date of termination of contract for every printer, location, etc. Additionally track and changes of Printers and settings must be documented. That includes All Admin credentials, network settings, email settings etc.

The IT management must have access to this information at any time.

SECURE PRINTING

All users must have “Secure Printing” to enable for Printing, Copying, Scanning etc.

This feature will not be required in computer labs or desktop printers.

LOAN AND BACKUP EQUIPMENT

To reduce long-term downtime, the Printer Service provider must provide loan/backup equipment in the event a printer is down and requires to be taken offsite for repairs or awaiting spares.

Details on quantity, requirements and duration will be discussed during SLA development.

MEETINGS AND REPORTING

The service provider will be required to conduct regular meetings with the IT Management as well as attend any other meeting upon request.
There will be requirements to provide reports not only on the KPAs but additional reports that may be requested at any time. These reports would cover a range of areas that fall under the responsibility of the Printer Service provider.

SUPPORT PERSONNEL

The Printer Provider to allocate a minimum of one Senior Technical lead to the College.
The Technical lead minimum responsibilities will be as follows:

- Ensure All KPAs and Additional requirements are delivered as per the SLA.
- Provide Technical support when and where required.
- Ensure the necessary reporting is provided as per SLA.
- Will be the first line of contact (apart from Helpdesk).
- Will be required to attend all meetings upon request or as scheduled.
- Travel to all sites when required.
- Ensure Service and Maintenance is carried out efficiently.

The Technical lead must have but not limited to:

- Minimum of 3 - 5 years' experience,
- Must be at a senior level in both technical support and managed services.
- Qualified in the relevant technologies and products.

CONTRACT TERMS

CONTRACT PERIOD

The period of the Printer Services Contract and Lease Agreement of physical Printers will be over a period of 36 months (3 years), renewable at the discretion of the College Senior Management.

The college can add machines to the existing contract when a need arises but the termination of new machines that can be added later will not be beyond the initial contract end date.

PERFORMANCE REVIEW

Performance reviews are ongoing, but formal engagement will be conducted between IT Management and the Printer Service Provider quarterly.

The Service Level Agreement will be reviewed annually for previous year's performance which will determine the renewal for the next year. A notice of termination will be issued 3 months in advance.

Further details of the Performance Review will be stipulated within the contract. Additionally, meetings to discuss operational matters and projects to be conducted when necessary with the Head of IT and other stakeholders.

TERMS AND CONDITIONS OF PROPOSAL

All prices must include VAT and be valid for a period of 36 days
All rentals must be for a period of 36 months at 0% escalation.
Option to upgrade during the rental contract should the need arise
All prices must include delivery, installation, network setup and staff training.
Rental and service agreement to be signed on the supplier's paperwork-nondisclosed.
All equipment proposed must be brand new and current equipment.

Pricing for the service level agreement must be shown as follows

- Guaranteed call out times
- No minimum billings
- Toner and all consumables must be included
- No coverage clauses on consumables
- Drums and all spares must be included
- Travel, labour and call out must be included together with software support

Automated toner, meter reading

SECTION 7

SUMMARY FOR BID OPENING PURPOSES ONLY
(To be completed by Bidder)

BID NUMBER: ICT CKZN 004/2025

BID PRICE INCLUDING VAT: R………………………………………………………………………………………………….

AMOUNT IN WORDS: ……………………………………………………………………………………………………..

…….

TIME FOR COMPLETION/DELIVERY: **3 Years (36 months)**

IMPORTANT

Mark appropriate block with "X"

HAVE ANY ALTERATIONS BEEN MADE? YES/NO

HAS AN ALTERNATIVE BID BEEN SUBMITTED? YES/ NO

IF APPLICABLE: DID THE BIDDER ATTEND THE OFFICIAL BRIEFING SESSION/ COMPULSORY SITE INSPECTION?
YES/ NO

NAME OF COMPANY:	**SIGNATURE:**	**DATE:**
……………………………………………………………	**…………………………………………………**	**………………**

SECTION 8

8. TENDER / PROPOSAL SUBMISSION INSTRUCTIONS

Completed proposals must be submitted in a sealed and clearly marked envelope (**PROVISION OF PRINTING SOLUTIONS**) with the tender reference number **ICT CKZN 02/2025** . They must be physically submitted at CAO, located at 50051 Mfundi Mngadi Drive, KwaMakhutha Township, 4126.

SUBMISSIONS FOR PROPOSALS will Friday on 16 January 2026 AT 12:00 NOON.

No late or proposals will be accepted.

For enquiries contact:
Mr P.N. Khanyile (**SCM MANAGER**)
Tel No.: 031 905 7000

Email: KhanyileP.CKZCAO@KZNTVET.EDU.ZA