RT3-2018

Supply, Delivery, Installation, Commissioning and Maintenance of Office Automation Solutions to the State

Commodity Director - Kwanele Mtembu

Contract Manager – Brenda Mashifane

national treasury

Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

SITA

TRANSVERSAL CONTRACT SUMMARY

PUBLISHED DOCUMENTS

1 Contract Circular

2 Special Conditions of Contract (BID DOCUMENT)

3 General Conditions of Contract

4 Participation Letter

5 Pricing

6 Technical Specification

Frequent Updates

Participant's responsibility to READ and be familiar with Terms & Conditions

13 Participants Reporting

12 Education & Awareness Presentation

7 Analysis Questionnaires

8 Procurement Guideline & Evaluation Sheet

9 Master Transversal Agreement & Participation Agreement

10 Printing Policy

11 Subcontractors

TRANSVERSAL CONTRACT CATEGORIES

Category 1
Mono MfPs
(**146 – 1 to 12**)
By 20 Suppliers

Category 1-3
(**9**) Service Providers

Category 2
Colour MfPs
(**125 – 1 to 10**)
By 19 Suppliers

Category 3
Digital Duplicators
(**6**)
By 3 Suppliers

Category 4
Shredders
(**15**)
By 3 Suppliers

MODELS

RENTAL OPTION

RENTAL OPTION DEFINED

What does Rental mean?

- Rental means the monthly amount charged for the use of the machine over a period of 36 months.
- This means at the end of the 36 months period you are entitled to an upgrade of a newer model.
- The monthly rental is on a 0% annual escalation which means that your rental price will stay the same for the duration of the contract period.

What is Cost per Copy?

- Cost per copy is the amount you pay for each A4 page printed. A3 copies will be charged at the rate of A4 x 2.
- This price is billed at the end of each month and contributes to the maintenance, toner and support that is required during the 36 months contract period.

RENTAL OPTION DEFINED

- **36 months** with an extension to 30 September 2023 @ **zero rental** for extension periods (Category 1,2 MFP^ & 3 DD*)
- **Rental is fixed** for the initial period of the contact, no escalation
- **Cost per page** (this is for usage therefore varies) includes, support maintenance, consumables (toner)
- Rental option covers the entire scope of RT3 solution for the supply, delivery, installation, commissioning and maintenance

^MFP – Multi-functional Printer
*DD – Digital Duplicator

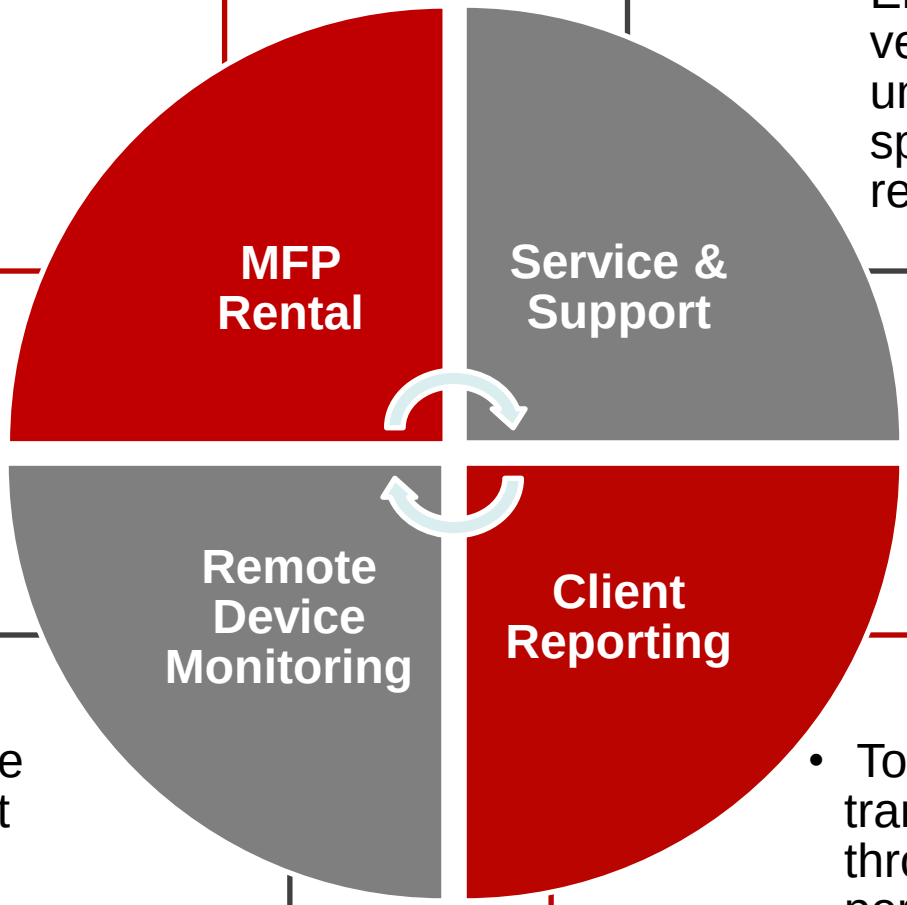
RENTAL OPTION DEFINED

- Pay for device and usage only
- Print Management software offered as an option to design your own solution and managed by department - full control
- No hidden cost all inclusive rentals
- Design your own solution based on your actual requirements

RENTAL OPTION DEFINED

- Ensure Capacity and functionality of device are "best fit"

- Ensure selected vendor understands specific support requirements



- Include to ensure proactive support and consumable replenishment

- To maintain service transparency throughout contract period

RENTAL OPTION BENEFITS

- Top 5 Rental Advantages
  - Cash Flow conservation
  - Flexibility
  - Asset management and maintenance
  - Easier budgeting

- Cost per copy
  - Includes Toners
  - Technical Support
  - Maintenance
  - End User Training
  - Excluding Staples/Paper

RENTAL OPTION BENEFITS

- IT Benefits
  - Fast delivery
  - Up to date technology
  - Excellent maintenance and support
  - Flexibility – great range of machines to choose from
  - No increases

- Finance Benefits
  - No large cash outlay
  - No depreciation
  - Tax Benefits
  - interval increases in prices or CPC rates

RENTAL OPTION BENEFITS

- Clearly defined billing structure between rental and copies, no hidden costs
- You do not over capitalise for services not required or services not utilised
- Rental encompass:
  - **Hardware:** (Printer/Scanner/Copier) accessories (finishers, connectivity, input options) and firmware/functionality.
  - **Basic Software** :Drivers (print/scan/fax), device management and activity monitoring and alerting.
  - **Advanced Services:** consultation, configuration, user authentication ,drivers (print/scan/fax). These are based on hourly rates and can be added into the contract as an when required or added to the contract as a monthly requirement.

HOW DOES RENTAL AND COPY CHARGE MODEL WORK?

- The **Rental and Copy Charge Model**, can be used in all of the RT3-2018 Participants business environments and it's a very effective way to achieve the following:

  – Standardisation of equipment and dealing with one or two suppliers only
  – Ensuring that all Devices come standard with Optimise Print Management Software (Not follow me printing) to ensure the rendering of:

    - Device Status Notification: Each Printer must automatically notify a specified e-mail address regarding status such as an error, paper jam, low toner, etc.
    - User Authentication: Settings that allow or restrict use of copy, print, scan and fax without a dedicated server.

HOW DOES RENTAL AND COPY CHARGE MODEL WORK?

- Rental is a transparent option.
- It can fit in any where from office requiring one device to an office block needing a few hundred devices.
- It is scalable and flexible.
- Additional devices and services can be added as and when requires.

HOW DOES RENTAL AND COPY CHARGE MODEL WORK?

- Participants pay for a fixed monthly rental on the equipment as well as pay a copy charge which covers for all services and maintenance on the device by the supplier, such as:
  - ✓ Toners, spare parts, service calls, software upgrades, repairs etc.
- All Suppliers proposed equipment will ensure the rendering of : -
  - ✓ Copying
  - ✓ Printing
  - ✓ Faxing
  - ✓ Scanning to email, SMB, FTP, USB, SAP
  - ✓ Centrally and remotely viewing as well as controlling of all devices and settings on the network, to proactively monitor and respond to printer issues even before the user is aware of the issue.

OPTIMIZING AND SAVING COSTS

How can a State institution optimize and save cost by renting?

- You only pay for services required and rendered
- Monthly/ quarterly account review with account manager
- Print management software (reports, pull printing) option offered under rental option and can be self managed
- Rental is all inclusive no hidden costs:
  - Installation of software (drivers etc.)
  - Connection of device to client directories e.g. AD
  - Project implementation/ management

MODELS

MANAGED PRINT SERVICE OPTION

MANAGED PRINT SERVICE OPTION DEFINED

“MPS is the effective governance of a State institution’s output environment. This involves the monitoring, controlling and improvement of a State institution output technology as well as processes related to document management.”

MANAGED PRINT SERVICE OPTION DEFINED

WHAT DOES IT MEAN?

- Better control over costs
- More flexibility for users
- Access reports in real time
- Cost savings
- Track all activity
- Secure print release and stop unapproved usage
- Simplify user workflow
- Administer centrally and easily

MANAGED PRINT SERVICE OPTION DEFINED

In simple terms, MPS focuses on the output environment. MPS focuses on the input, throughput and output of all documents whether electronic or hard copy.

MANAGED PRINT SERVICE OPTION DEFINED

MPS COMPONENTS

Konica Minolta A3
Lexmark A4

Print Devices

Print Management

Print Director
Secure Print and
Follow Me Printing

Optimisation

Remote Monitoring

Device Lifecycle
Print Reduction
Digital Integration

SyncPlus
Remote Device Monitoring

Reporting

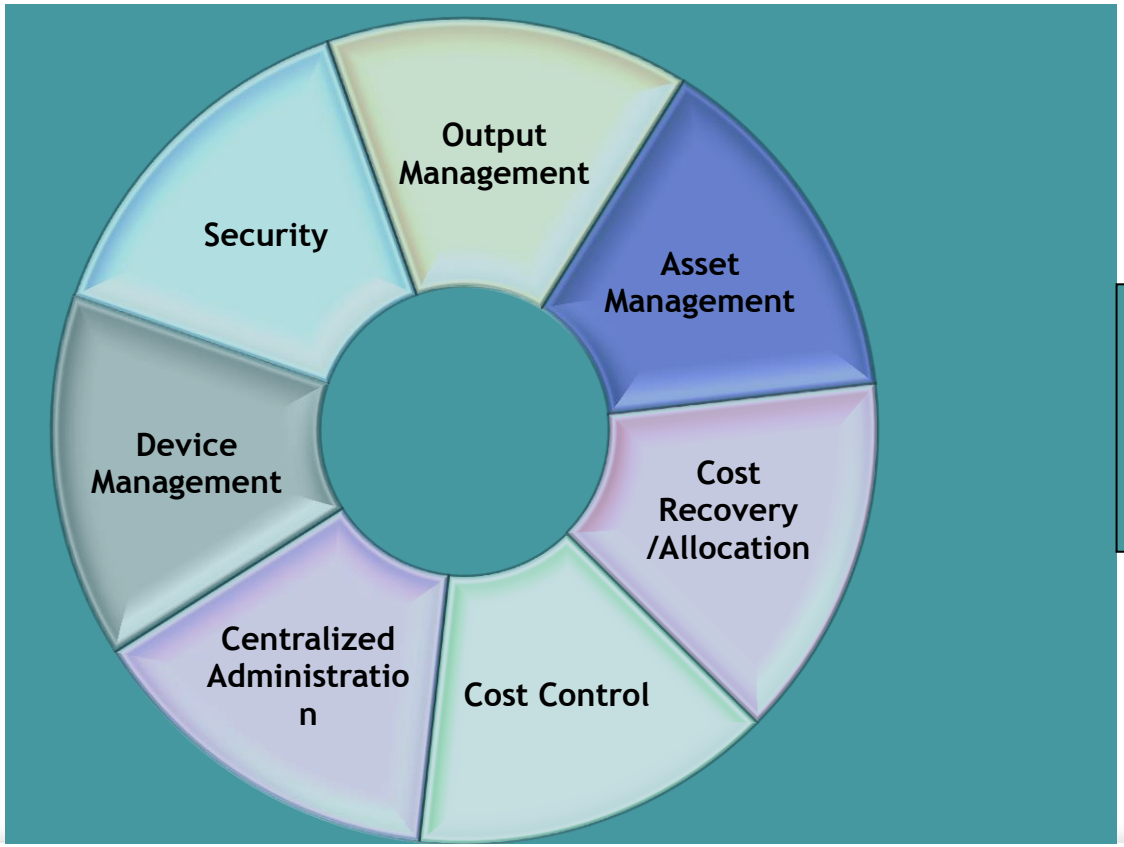
Resources

SLA Reporting
Volume Trend Analysis
Carbon Offset

Service Delivery Manager
Support Engineer

MPS BENEFITS

- Participants will have better control on their printing expenditure by ordering fit for purpose devices with the best TCOs.



Suppliers are committed to help State Institutions to increase productivity, control costs and intelligently Manage Document output processes

MPS BENEFITS

1. **Print Visibility**

   How do the accounting officers view print usage within the State institution?

2. **Print Policies**

   How do the accounting officers view print usage within the State institution?

3. **Mobile & BYOD (Bring Your Own Device)**

   How can MPS assist the user to use their mobile device?

4. **Print Security**

   How can MPS help protect confidential and secure information?

5. **Cost Control**

   How do I allocate and enforce print budgets?

MPS BENEFITS

REPORTING OVERVIEW

General Statistics	
Days in period:	31
Active Users:	449
Active Printers:	72
Total Printed Pages:	59,990
Total Printed Sheets:	52,008
Total Jobs:	9,363
Pages per day:	1,935
Sheets per day:	1,677

Color Composition	Pages	%/Total
Grayscale:	59,990	100.00%
Color:	0	0.00%

Duplex Composition	Pages	%/Total
Duplex:	15,964	26.61%
Simplex:	44,026	73.39%

Job Type Composition	Pages	%/Total
Print:	31,455	52.43%
Copy:	28,535	47.57%
Scan:	0	0.00%
Fax:	0	0.00%

Top Printers	Pages	%/Total
device\MSUPRT-18	5,165	8.61%
device\Samsung-HR	4,897	8.16%
msuascmps2\MSUPRT-06	4,741	7.90%
msuascmps2\MSUPRT-23	4,317	7.20%
msuascmps2\MSUPRT-05	3,211	5.35%
msuascmps2\MSUPRT-16	2,953	4.92%
msuascmps2\MSUPRT-18	2,755	4.59%
msuascmps2\Samsung HR	2,077	3.46%
device\MSUPRT-28	2,060	3.43%
device\MSUPRT-31	1,410	2.35%

Top Users	Pages	%/Total
marchea (Marche B. Anthony)	4,134	6.89%
nhlanhlaz (Nhlanhla C. Zuma)	3,561	5.94%
thulin (Thuli Ntuli)	2,341	3.90%
thakasanim (Thakasani S. Manzi)	1,568	2.61%
indrasenc (Indrasen Chetty)	1,440	2.40%
gilliang (Gillian Gray)	1,135	1.89%
zanelem1 (Zanele B. Makhaye)	879	1.47%
johanness (Johannes Selela)	849	1.42%
sanelisiwen1 (Sanelisiwe S. Ngcobo)	786	1.31%
sorayam (Soraya Majal)	759	1.27%

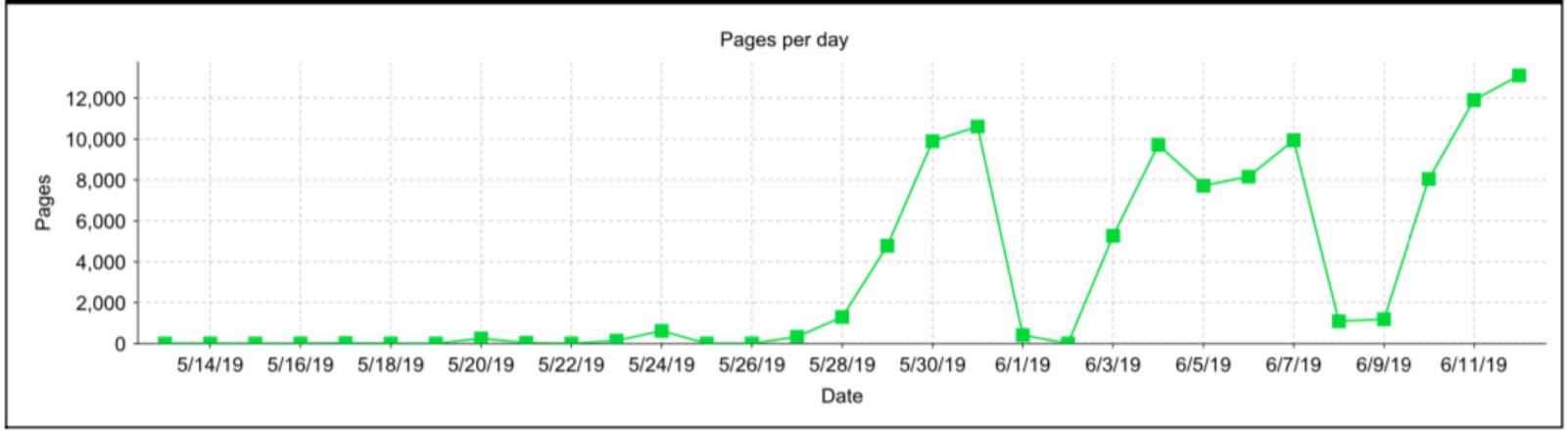
Environmental Impact	
Trees Consumed	6.24 trees
CO2 Produced	660.5 kg
Equivalent Bulb Hours	41,355.0 hours

Top Printer Groups	Pages

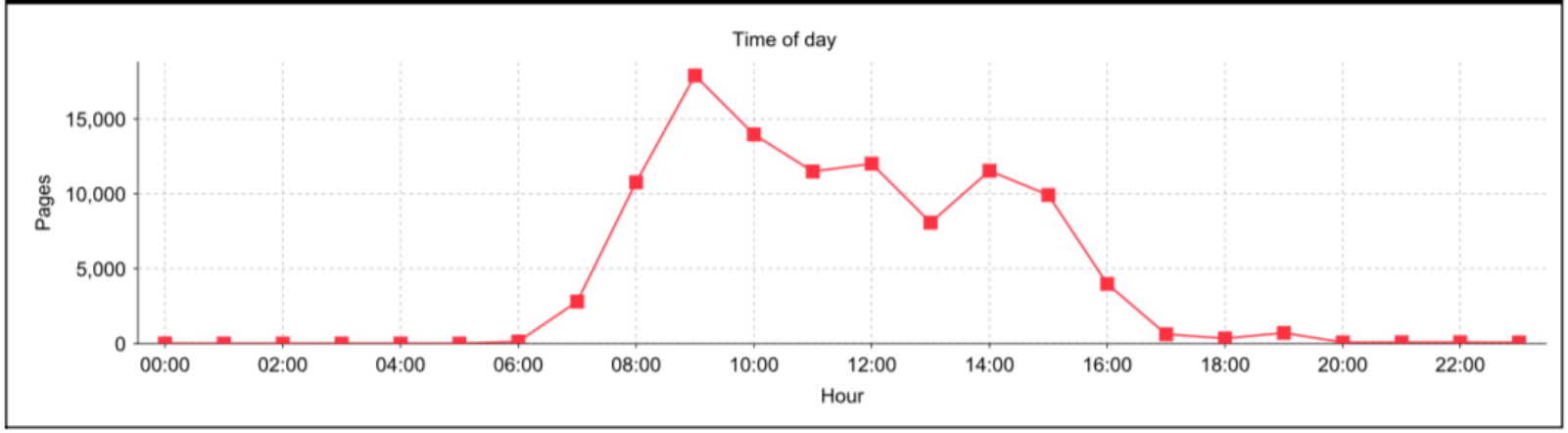
MPS BENEFITS

PEAK TIME MONITORING

Daily Page Total - For the period of May 13, 2019 to Jun 12, 2019.



Hourly Page Total - For the period of May 13, 2019 to Jun 12, 2019.



HOW CAN A PARTICIPANT OPTIMIZE WITH THIS MODEL AND SAVE COSTS?

PRINT MATURITY

Level 1

- Unknown TCO
- Multi Vendor
- Multiple Invoices
- No Service Continuity

0%

Level 2

- Primary Vendor
- Monthly / Quarterly Invoices
- Limited Out Put Control
- Asset Register

10%

Level 3

- Print Policy
- Single Invoice
- Service Availability Based
- on SLA
- Centralised Procurement

15%

Level 4

- Lease Cost printing
- Full Audit Trail
- Service Continuity
- A3 – A4 Strategy
- Centralised Management
- Remote Diagnostics & Management

30%

Level 5

- Apps @ Device Level
- Mobile Print
- OCR @ Device Level
- Access to Information
- Print Suppression
- Digitization
- Cloud

45%

HOW MUCH CAN WE **SAVE** YOU?

HOW CAN A PARTICIPANT OPTIMIZE WITH THIS MODEL AND SAVE COSTS?

- Participants should at all times conduct a business analysis and conclude with factual information - what are the users and business printing requirements.

- Ordering equipment which is fit for purpose and that TCOs should always be aligned with Participants requirements.

- Participants should create printing policies in their institutions with the aim to educate users and create a culture of using the most cost effective printers vs the most convenient.

- Only order A3 multifunctional devices if their environment requires more than 25% printing in A3 paper sizes.

- Only order 10% of colour devices out of their entire fleet requirement, as colour devices are almost double the price of a Monochrome device.

HOW CAN A PARTICIPANT OPTIMIZE WITH THIS MODEL AND SAVE COSTS?

COST REDUCTION

- **Standardization of Multifunction Devices**
  - ✓ Reduced Capital Cost as a result of fewer and "fit for purpose" deployed devices.
  - ✓ Pro Active management of retained, current installed base towards agreed objectives.

- **Reduced, Controlled Stock Holding of Consumables**
  - Single Procurement Point from designated Suppliers for non-inclusive consumables.

- **Adherence and Reinforcement of Print Policy**
  - Ongoing Change Management and Review of Effectiveness

- **Freeing Up of Skilled IT Staff**
  - To focus on more strategic business initiatives

- **Reduced Energy Consumption**
  - Energy consumption baseline to be established in Due Diligence
  - Set up of "Auto Power Off" functionality on all capable devices.

SHREDDERS

How does the maintenance work?

When to buy accessories and/or additional services?

SHREDDERS

MAINTENANCE

For shredders, the outright purchase can be at any time during the transversal contract period and the maintenance of the shredders after delivery is up to the end of the transversal contract expiry, 30 September 2021.

PROCUREMENT OF ACCESSORIES AND/OR ADDITIONAL SERVICES

It is imperative to note that the accessories for shredders should not be procured initially with the shredder equipment but as and when required

CONTINUATION….. OF THE TRANSVERSAL CONTRACT

PROCUREMENT OPTIONS

Option 1

Complete printing solution

Option 2

Equipment only

Option 3

Service only (e.g. software to perform a certain services or functions

Option 4

Accessories only

Option 5

Rent a combination of any of the available options

STEP 1 : PARTICIPATION LETTER

national treasury

ANNEXURE C: RT3-2018 PARTICIPATION LETTER

An official, signed letterhead should be send to National Treasury for participation

NB: State Institution Letterhead
Contact person and details

National Treasury
Chief Director: Transversal Contracting
Private Bag X115
PRETORIA
0001

By Email: transversal.contracting2@treasury.gov.za
By Fax: (012) 315-5058

For attention: Patiswa Mgcodo / Brenda Mashifane

PARTICIPATION IN TRANSVERSAL TERM CONTRACT RT3-2018: SUPPLY, DELIVERY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF OFFICE AUTOMATION SOLUTIONS TO THE STATE FOR THE PERIOD 1 OCTOBER 2018 TO 30 SEPTEMBER 2021

For and on behalf of
_____ *(State Institution's name)*

☐ YES, we hereby consent to participate in the above mentioned Transversal Term Contract.

The State Institution has an estimated budget of R_____ for the procurement of items on RT3-2018 for the period 1 October 2018 to 30 September 2021.

TO

NATIONAL TREASURY

Kind Regards

For and on behalf of _____ *(State Institution's name)*

_____ Signature

Chief Financial Officer
Date: _____
Name & Surname: _____
Tel number: _____
Fax number: _____
Email address: _____

_____ Signature

Head of Supply Chain Unit
Date: _____
Name &Surname _____
Tel number: _____
Fax number: _____
Email address: _____

_____ Signature

Accounting Officer
Date: _____
Name & Surname _____
Tel number: _____
Fax number: _____
Email address: _____

NOT

PROVINCIAL TREASURY / SUPPLIER

STEP 2 : ANALYSIS QUESTIONNAIRE

F1 Rental

Indicator
B/W and/or
Colour and/or
Copier Printing

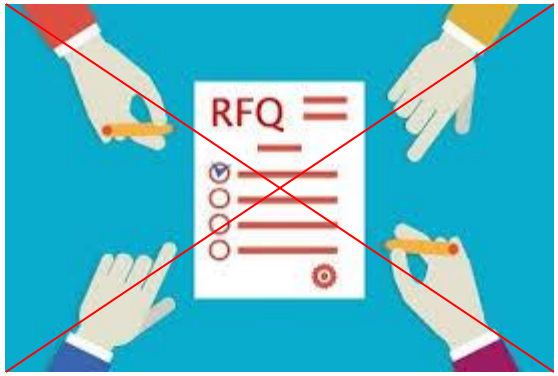
F2 Shredders

Indicator
Shredding

F3 MPS

Indicator
Manage Print Environment

STEP 3 : ANALYSIS BY SUPPLIERS



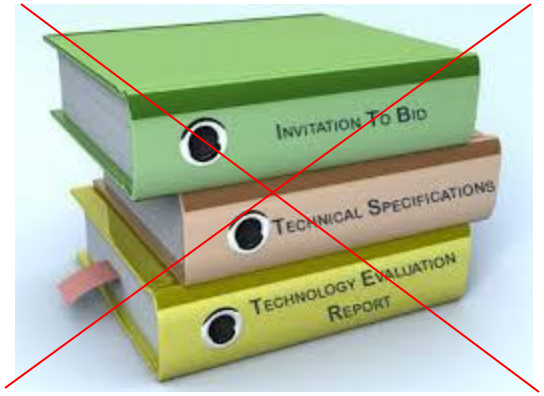
STEP 4 : PROPOSALS BY SUPPLIERS

1

Format:

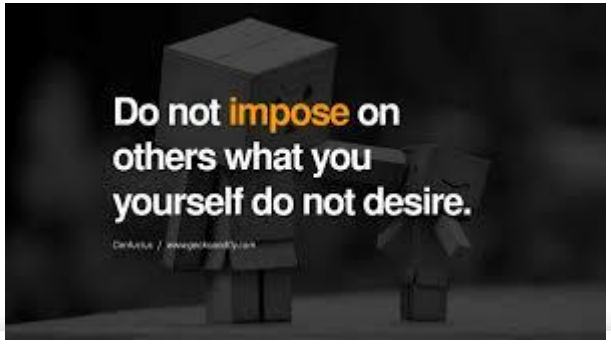
1. Response to the printing or shredding requirement(s) including implementation/roll-out project plan informed by the analysis
2. Total Cost of Ownership (TCO)

2



Bid documents

3



Wasteful Expenditure Irregular Expenditure

STEP 5 : TOTAL COST OF OWNERSHIP
36 MONTHS + 24 MONTHS MAXIMUM

TCO Example (how **NOT** to buy a printer)

Cheapest

	Retail	Enterprise
Price	R380	R1330
Ink prices	Black: R 145 Colour: R 170	Black: R 295 Colour: R 195
Ink yield (pages)	Black: 200 Colour: 165	Black: 2200 Colour: 1400
Duty cycle per month	750 pages	15000 pages
Print speed	16 pg/min	34 pg/min
Ink cartridges	2: K + Tricolour	4: CMYK
Cost per page	R1.76	R0.55
Pages per month	200	200
TCO over 3 years	**R 8 810**	**R 3 980**
TCO over 5 years	**R 17 240**	**R 6 630**

2.5x more!

The fine print ...

Don't make this mistake on RT3!

STEP 5 : EVALUATION OF PROPOSAL

Live example

Involve all relevant people

Reject

STEP 7 : PARTICIPATION AGREEMENT TO MASTER TRANSVERSAL AGREEMENT

Master Agreement

NT

Supplier

Participant

(Participation Agreement)

STEP 8 & 9 : CUSTOMISE PRINTING POLICY & CHANGE MANAGEMENT

RT3-2018 QUESTIONS

To be sent to :
transversal.contracting2@treasury.gov.za

national treasury
Department:
National Treasury
REPUBLIC OF SOUTH AFRICA

SITA

SPECIFICATION

BACKGROUND

- Xerography introduced in 1959
- RT3 created in 1970s
- Analogue copiers became digital in 2000s (fully ICT)
- ICT brings benefits and risks:
  - Efficiency, visibility, broader functionality
  - Security issues, complexity
- An MFP is a Linux server connected to your network – except with **<u>much</u>** more capability than a server!

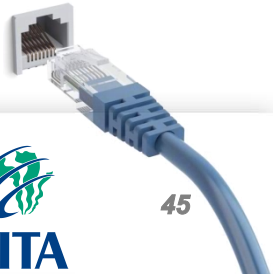
RT3 MFP BASIC CAPABILITIES

- Print
- Scan
- Copy
- Fax (optional)
- Finishing (e.g. staple, punch)
- Network communications:
  - Report usage (clicks)
  - Status alerts, errors
  - Share files
  - Send e-mail
  - Authenticate users
  - Connect to devices (PC, laptop, tablet, phone)

MFP COMPLEXITY

FTP/SMB

Scan+OCR



SITA STANDARDS

- SITA has provided ICT consultancy for RT3 since 2012
  - Input on technical and solution criteria
  - Product certification
- ICT areas addressed:
  - Technical functionality and compliance
  - Device management (reporting of print volumes, alerts, warnings)
  - Performance
  - Security
  - Accessories (standard + optional)
  - Services (standard + optional)
- SITA certification process for OEMs (www.sita.co.za/prodcert.htm)

SITA TECHNICAL SPECIFICATIONS

	MF1	MF2	MF3	MF4	MF5	MF6	MF_Prod
Item name	Entry-level A4 mono MFP	Midrange A4 mono MFP	Advanced A4 mono MFP	Midrange A3 mono MFP	Advanced A3 mono MFP	High-end A3 mono MFP	Mono production printer
Users[1]	Up to 5	Up to 15	Up to 30	Up to 30	Up to 50	50+	-
Pages / month[2]	2 500	5 000	10 000	15 000	30 000	60 000	150 000
Print/copy ppm	20	30	40	30	50	80	90
Paper handling	A4 duplex, R-ADF pref	A4 duplex, R-ADF	A4 duplex, R-ADF	A3 duplex, R-ADF	A3 duplex, SPADF Adv finishing	A3 duplex, SPADF Adv finishing	A3 duplex, scan option, Adv finishing
Input / Output tray	150 / 50	250 / 100	500 / 150	1000 / 500	1000 / 500	2000 / 1000	3000 / 1000
Comms	100BaseT pref	100BaseT	100BaseT	Gigabit	Gigabit	Gigabit	Gigabit
PDL	PCL5 pref, PS2 pref	PCL5, PS2 pref	PCL5, PS3	PCL5, PS3	PCL5, PS3	PCL5, PS3	PCL5, PS3
Security	CC EAL 1 pref	CC EAL 1 pref	CC EAL 2 pref	CC EAL 2	CC EAL 2	CC EAL 2	CC EAL 2 pref
Support SLA	3-year on-site, 4-hour response, NBD fix						5-year on-site

	MFC1	MFC2	MFC3	MFC4	MFC5	MFC6	MFC_Prod
Item name	Entry-level A4 colour MFP	Midrange A4 colour MFP	Advanced A4 colour MFP	Midrange A3 colour MFP	Advanced A3 colour MFP	High-end A3 colour MFP	Colour production printer
Users[1]	Up to 5	Up to 15	Up to 30	Up to 30	Up to 50	50+	-
Pages / month[2]	1 000	2 500	7 500	15 000	20 000	30 000	80 000
Print/copy ppm (colour)	10	20	40	30	40	50	80
Paper handling	A4 duplex, R-ADF pref	A4 duplex, R-ADF	A4 duplex, R-ADF	A3 duplex, R-ADF	A3 duplex, SPADF Adv finishing	A3 duplex, SPADF Adv finishing	A3 duplex, scan option, Adv finishing
Input / Output tray	100 / 25	250 / 100	250 / 150	500 / 250	1000 / 500	1000 / 500	2000 / 1000
Comms	100BaseT	100BaseT	100BaseT	Gigabit	Gigabit	Gigabit	Gigabit
PDL	-	-	PCL5, PS3	PCL5, PS3	PCL5, PS3	PCL5, PS3	PCL5, PS3
Security	CC EAL 1 pref	CC EAL 1 pref	CC EAL 2 pref	CC EAL 2	CC EAL 2	CC EAL 2	CC EAL 2 pref
Support SLA	3-year on-site, 4-hour response, NBD fix						5-year on-site

SECURITY: MFP VULNERABILITIES

Storage/media
Imaging and printing devices store sensitive information on internal drives or hard disks, which can be accessed if not protected.

Capture
MFPs can easily capture and route jobs to many destinations, potentially exposing sensitive data.

Network
Printing and imaging jobs can be intercepted as they travel over the network to/from a device.

BIOS and firmware
Firmware that becomes compromised during startup or while running could open a device and the network to attack.

Control panel
Users can exploit imaging and printing device settings and functions from an unsecured control panel, and even disable the device.

Output tray
The output tray is the most common place for sensitive documents to fall into the wrong hands.

Ports and protocols
Unauthorized users can access the device via unsecured USB or network ports or via unsecured protocols (such as FTP or Telnet).

Mobile printing
Employees who print on the go may accidentally expose data, or leave printouts unsecured.

Management
Without adequate monitoring, security blind spots across your fleet may remain undetected and increase costly data risks.

Cloud-based access
Unsecured cloud connectivity may expose data to unauthorized users.

SECURITY: SITA CRITERIA

- **Security services and capabilities**
  - Secure configuration: device must be set up with passwords and access control to prevent unauthorised setup changes, both via front panel and network
  - Secure/confidential printing
  - All status alerts sent to external locations must be secured, but contents of the alerts must be accessible for monitoring and audit purposes
- **Security specifications**
  - OEMs must ensure that the device/solution is as secure as possible by continuously monitoring the threat landscape and making available fixes for vulnerabilities via firmware and software updates
  - Firmware and software updates must be digitally signed by OEM to minimise risk of updates
  - Support for integrated hardware crypto processor and encryption key storage (e.g. TPM)
  - OEM must certify that the device will not allow hacking into the Government network via externally-connected interfaces (e.g. PSTN, 3G, wireless or USB)
  - Security certification: ISO 15408 Common Criteria EAL 2 (approved or in process)
  - Support for IEEE 2600.1: functional security profile preferred
  - WLAN interface (if included) must support at least WPA-2 security
  - Secure remote management link (e.g. SSL/TLS/IPSEC)
  - Integration with directory services via LDAP to support user authentication
  - Support for user profiles with configurable access levels
  - Support for activity logging
  - Front panel must be lockable, e.g. via PIN/password or AD login
  - Support for 802.1X
  - Support for secure hard drive erase
  - Support for hard drive encryption
  - Support for integration with biometrics, card readers and other ID peripherals
  - Before disposal or removal of device from site, all hard drives and other storage media must be erased to at least US DoD 5220.22-M standard, or an alternative security level acceptable to the Client

RT3 TECHNICAL SOLUTION REQUIREMENTS

- Categories:
  - Mono MFPs
  - Colour MFPs
  - Duplicators
  - Shredders
- MFPs require SITA certification

Technical Specification/Scope of Solution: Item and Category Profiles

RT3-2018: Office Automation Solutions

1. Multifunction printers, Monochrome

Item	Title	Description	Speed (ppm)	Prints/ month	Paper size
Mfp1	MFP, mono A4, 30ppm	Office multifunction printer (print, copy, scan), monochrome	30	5 000	A4
Mfp2	MFP, mono A4, 40ppm	Office multifunction printer (print, copy, scan), monochrome	40	7 500	A4
Mfp3	MFP, mono A4, 50ppm	Office multifunction printer (print, copy, scan), monochrome	50	12 500	A4

2. Multifunction printers, Colour

Item	Title	Description	Speed (ppm)	Prints/ month	Paper size
MfpC1	MFP, colour A4, 30ppm	Office multifunction printer (print, copy, scan), colour	30	5 000	A4
MfpC2	MFP, colour A4, 40ppm	Office multifunction printer (print, copy, scan), colour	40	7 500	A4
MfpC3	MFP, colour A4, 50ppm	Office multifunction printer (print, copy, scan), colour	50	12 500	A4

3. Digital Duplicators

Item	Title	Description	Speed (ppm)	Prints/ month	Paper size
Dup1	Duplicator, mono, A4, 20 000 copies/month	Monochrome digital duplicator with integrated scanning, A4, 20 000 prints/month, 90ppm	90	20 000	A4
Dup2	Duplicator, mono, A4, 50 000 copies/month	Monochrome digital duplicator with integrated scanning, A4, 50 000 prints/month, 100ppm	100	50 000	A4

4. Shredders

Item	Title	Description	Pages	Security	Size
Shred1	Shredder, 15-page capacity, DIN P-3	Paper shredder, single user/small office, 15 pages, DIN P-3	15	P-3	A4
Shred2	Shredder, 15-page capacity, DIN P-4	Paper shredder, single user/small office, 15 pages, DIN P-4	15	P-4	A4

RT3 SOLUTION ELEMENTS

ADVANCED SOFTWARE
- Drivers (print/scan/fax)
- Device management
- Print monitoring
- User management
- Security
- Device-based solutions
- Print policies

ADVANCED SERVICES
- Assessment
- Design
- Consultation
- Configuration
- Optimisation
- Fleet management
- User authentication
- Pull printing
- Managed Print

CONSUMABLES

Toner/Ink, OPC, Developer, Fuser, Staples, (Paper)

BASIC SERVICES
- Deployment
- Support
- Training
- Repair
- Maintenance
- Meter reading

BASIC SOFTWARE
- Drivers (print/scan/fax)
- Device management
- Activity monitoring, alerting

HARDWARE
- MFP (Printer/Scanner/Copier)
- Accessories (Finishers, Connectivity, Input options)
- Firmware/functionality (Fax, Security, RIP options, PDL options)

RT3 REQUIREMENTS HIERARCHY

3 Dept. requirements

- ✓ Business needs
- ✓ Usage model (volumes, user type)
- ✓ Types of documents
- ✓ Duty cycle
- ✓ Number of devices needed
- ✓ Budget
- ✓ Devices that meet user requirements

➔ TCO evaluation

2 RT3 requirements

- ✓ Focussed spec to cater for specific profiles
- ✓ Speed + volume categories, services
- ✓ RT3-approved devices

1 SITA specification

- ✓ Government and industry standards (MIOS)
- ✓ Broad requirement for <u>all</u> Government needs (incl. single-function)
- ✓ All basic functionality (print, scan, copy, security, etc.)
- ✓ SITA-certified devices

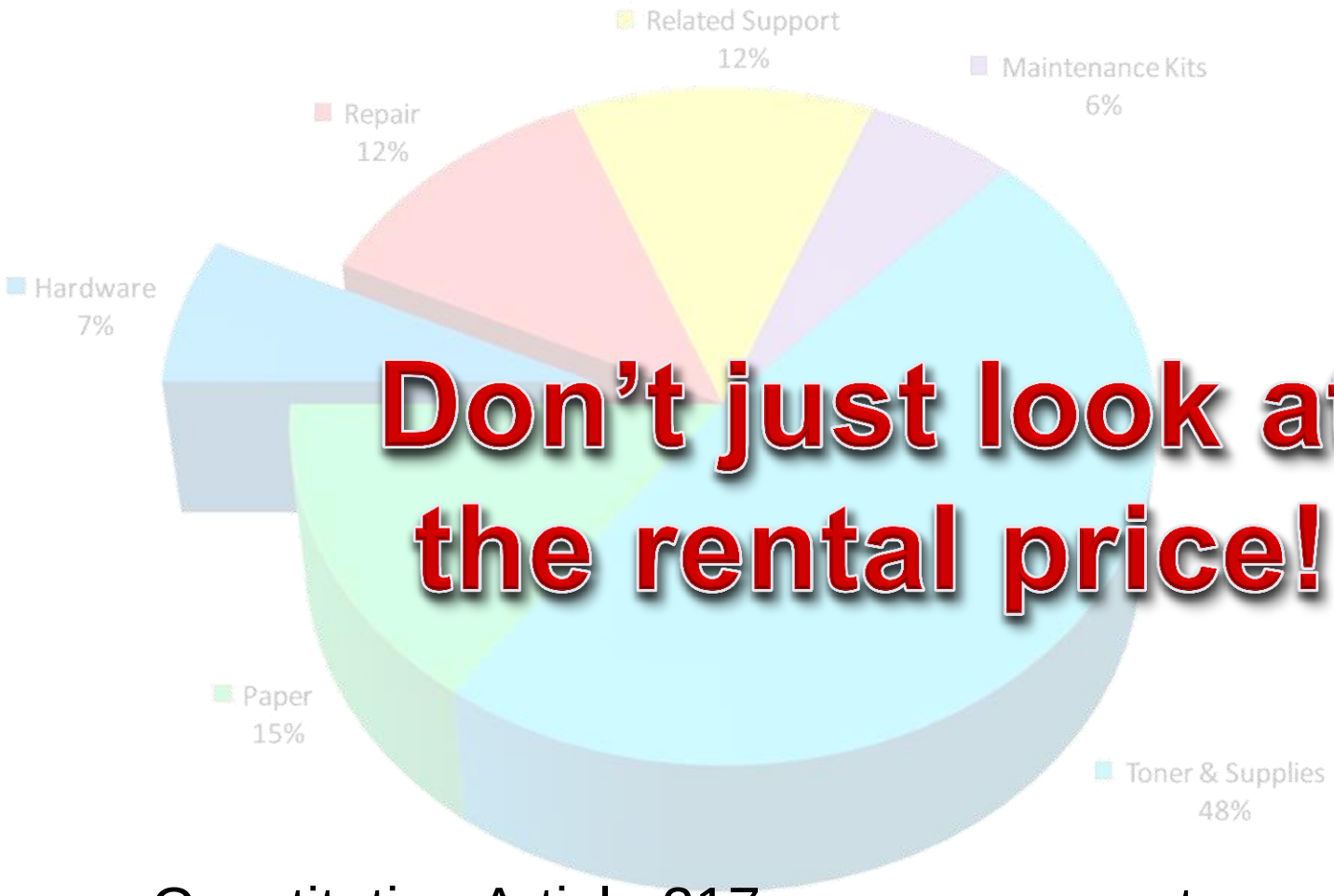
RT3 BASIC SCOPE OF SERVICE (INCLUDED)

- **Fully working** solution
- Sufficient to fulfil basic needs:
  - Hardware: printer/scanner/copier + connectivity
  - Software: drivers + device monitoring tool
- Basic services:
  - Delivery + installation
  - Basic setup & configuration (security, monitoring)
  - Training (1-2 hours)
  - Monitoring and reporting
  - Support & Maintenance (e.g. Shredders)
- Do **not** spec accessories not needed by 90% of users:
  - Fax, Finishers

ADDITIONAL SCOPE (OPTIONAL)

- Enable additional hardware or software requirements:
  - Fax (if required)
  - Wireless connectivity
  - Additional input devices (biometrics, card readers, etc.)
  - Finishers (stapling, punching, booklet makers)
  - Additional software (e.g. OCR, ECM, user management)
- Additional services:
  - Advanced configuration
  - Extra technical services (e.g. ECM integration)
  - Additional training

MFP TOTAL COST OF OWNERSHIP (TCO)



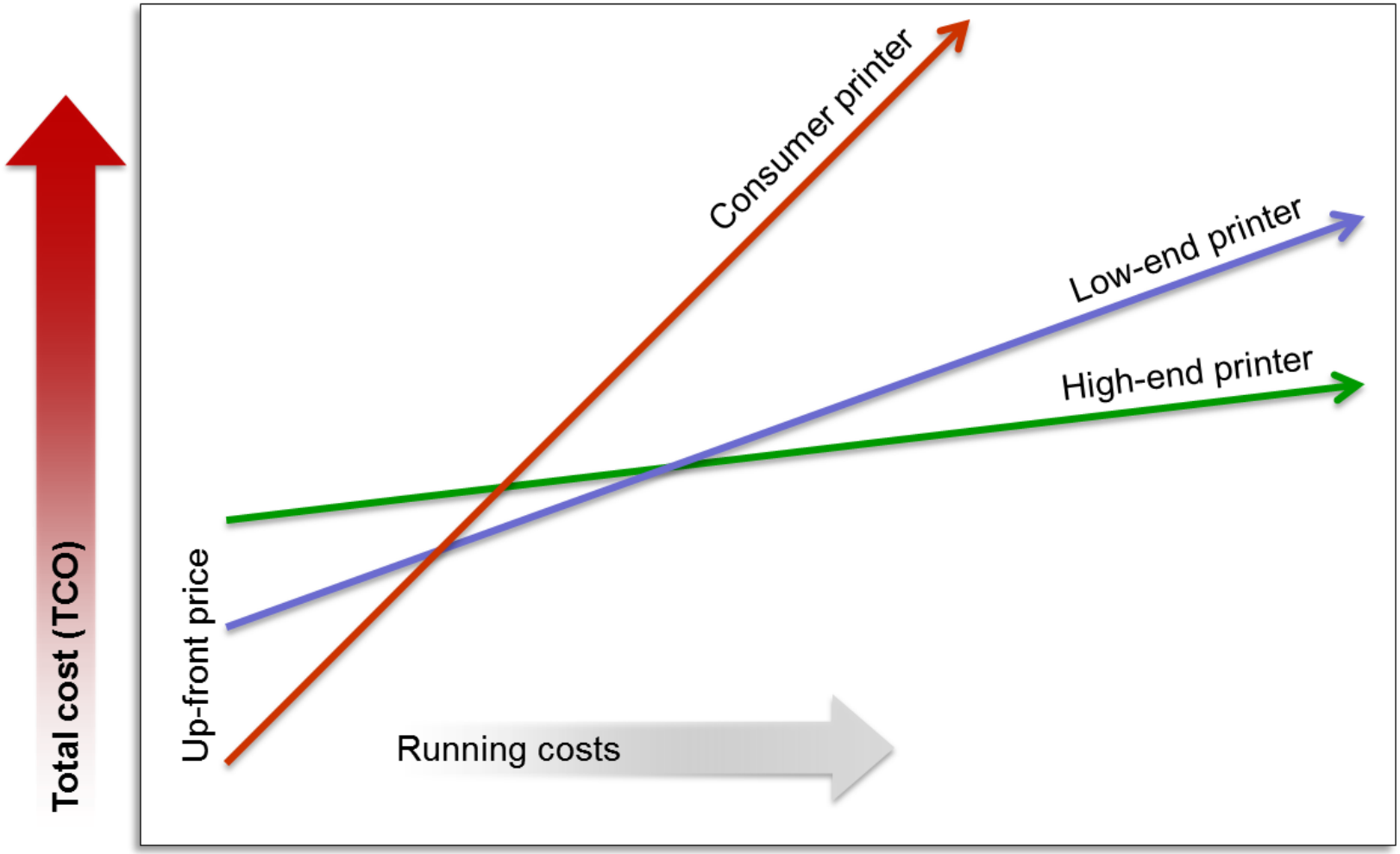
Don't just look at the rental price!

Constitution Article 217 on procurement:
Fair, Equitable, Transparent
Competitive, **Cost-Effective**

WHAT IS THE REAL USER REQUIREMENT?

- A3 / A4
- Colour / Mono
- **MONTHLY VOLUMES**
- Finishing options
- Fax
- Additional software/services

IMPACT OF DEVICE SIZE ON TCO



Print volumes

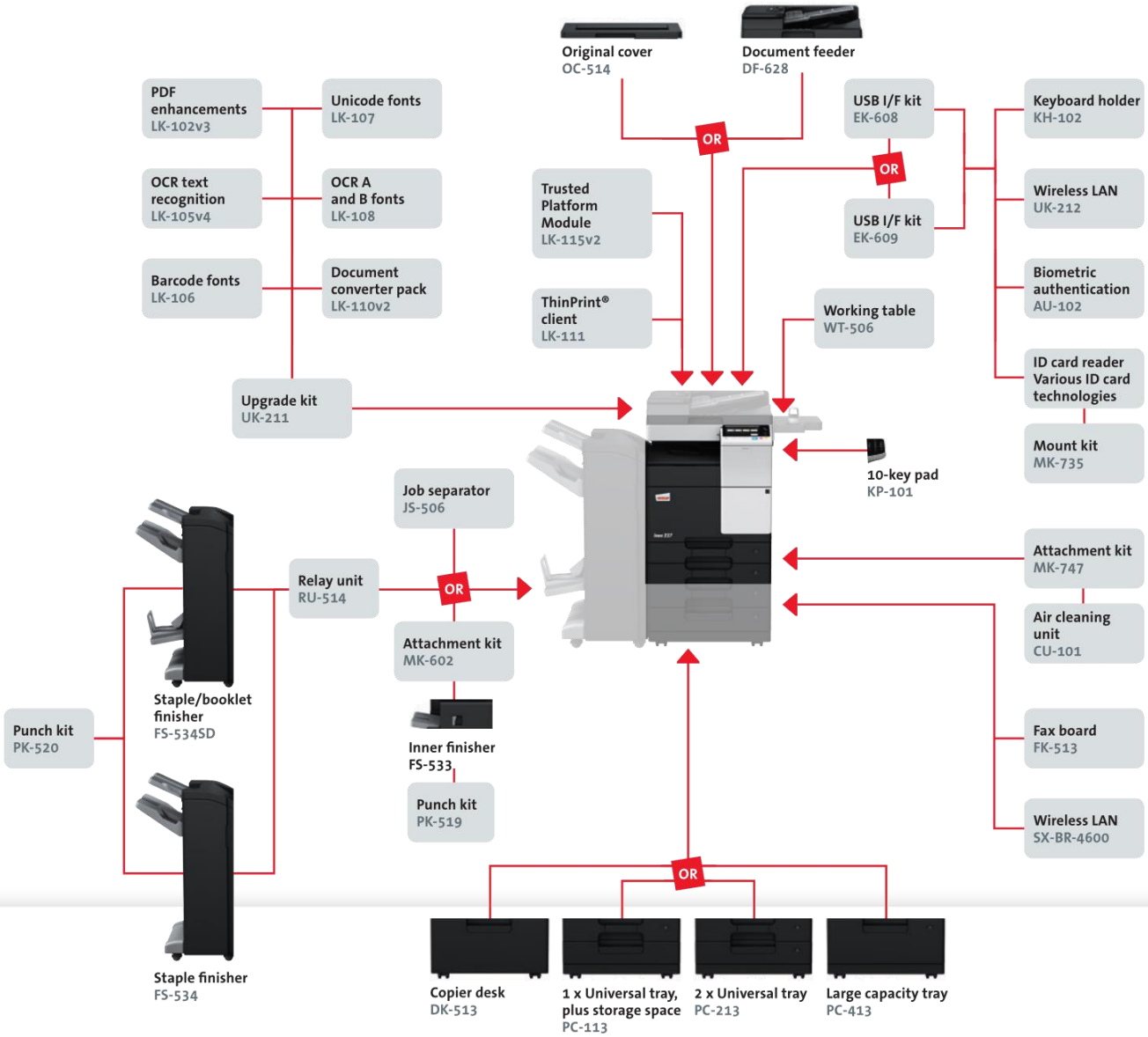
TCO: IMPORTANCE OF USER REQUIREMENT

	Mfp1	Mfp7	Mfp10
Rental	R400	R2 000	R4 000
Click charge	R0.10	R0.05	R0.04
Volume	5 000	~~5 000~~	~~5 000~~
TCO	**R32 400**	**R81 000**	**R150 300**

2.5X more expensive

5X more expensive

MFP ACCESSORIES: DON’T ORDER EVERYTHING ☺



CONCLUSION

- RT3 end-user focus:
  - Identify and deploy most **cost-effective** solution
  - Business needs (assessment & analysis)
  - TCO consciousness
  - Secure implementation and operation
  - Adhere to departmental policies and processes
  - Effective use of device capabilities
- Technical questions or issues may be directed at SITA through National Treasury: transversal.contracting2@treasury.gov.za