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REPUBLIC OF SOUTH AFRICA

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ANNEXURE E

PROCUREMENT GUIDE

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ABBREVIATIONS

B-BBEE	Broad-Based Black Economic Empowerment
CpC	Cost per Copy
DDs	Digital Duplicators
ICT	Information and Communications Technology
LAN	Local Area Network
LFPs	Large Format Printers
MDS	Managed Document Service
Mfp's	Multi-Functional Printers
MPS	Managed Print Service
MTA	Master Transversal Agreement
PA	Participation Agreement
PFMA	Public Finance Management Act
SBD	Standard Bidding Document
WAN	Wide Area Network

1. Goods and Services (Office Automation Solutions) offered on RT3-2022

The transversal contract consists of the following:

Table 1 : Categories and Models of the Transversal Contract

Category Description	Category Numbers	Procurement Option
Multi-Function Printers - Monochrome	1	Lease
Multi-Function Printers - Colour	2	Lease
Large Format Printers	3	Lease
Digital Duplicators	4	Lease / Outright Procurement
Paper Shredders	5	Lease / Outright Procurement
Additional Accessory for all types of printers (Category 1 to 4)		
Coin Box	N/A	Lease / Outright Procurement
Models for all types of printers (Category 1 to 4)		
Rental and Copy Charge		
Managed Print Services		
Pay for Use (Managed Document Services)		

For the details of the goods and services offered on the transversal contract refer to **Annexure F1** and **F2** of the Contract Circular.

Table 2 summarises the list the categories and Suppliers on the Transversal Contract

1.1 Category 1 for **Monochrome Multi-Functional Printers** (Mfps) has (40) Suppliers[1].

1.2 Category 2 for **Colour Multi-Functional Printers** has (40) Suppliers.

1.3 Category 3 for **Large Format Printers** (Lfp's) has (11) Suppliers.

1.4 Category 4 for **Digital Duplicators** (DDs) has (10) Suppliers.

1.5 Category 5 for **Paper Shredders** has (13) Suppliers.

1.6 Models Summary

1.6.1 Rental and Copy charge has 41 Suppliers

1.6.2 Managed Print Service (MPS) has 34 Service Providers

1.6.3 Pay for Use (Managed Document Service- MDS) has 18 Service Providers

Participants should view MPS and MDS models as Solutions and Service offerings which can be added as optional functions to optimise printer solutions.

There are 3 pricing models that cover 3 sections on the transversal contract as per the technical specifications (Annexure G):

- Basic Solution,
- Additional Services and Options, and
- Accessories)

that Suppliers can offer after ensuring that basic solution requirements are achieved through providing for the mandatory portions.

[1] Suppliers also mean Service Providers in the context of RT3-2022

Participants should note that these 3 sections should all be included and or catered for in a complete print solution offering in line with best practise principals and ethical latest technology offerings, and should include :

1. Standard pricing model,

2. That such pricing model should cover all basic printers, accessories, service, and maintenance (Basic Solution) of such printers as well as (Additional Services) and (Options and Accessories),

3. Managed print services solution (MPS) should be offered and presented as part of the available (Options and Accessories) also within the same pricing model,

4. Managed document services (MDS) which is also known as electronic and hard copy document/content management services or document and workflow automation, should also be offered, and made available as part of the (Options and Accessories) offered and be presented in the same standard pricing model.

5. Extra value-added options over and above the MPS and MDS solutions also listed under (Options and Accessories) could further optimise overall print solutions and environments by being provided for under the same pricing model.

Table 2: List of Categories and Suppliers

#	Supplier	Mfp1	Mfp2	Mfp3	Mfp4	Mfp5	Mfp6	Mfp7	Mfp8	Mfp9	Mfp10	MfpC1	MfpC2	MfpC3	MfpC4	MfpC5	MfpC6	MfpC7	MfpC8	MfpC9	MfpC10	Lfp1	Lfp2	Lfp3	Dup1	Dup2	Dup3	Dup4	Shred1	Shred2	Shred3	Shred4	Shred5	Shred6	Shred7	Shred8	Total
1	Altron MDS	2	1	1	1	1	1	2	1	1	1	2	1	1	1	1	1	2	1	1	1		1	1	1	1	1	1									**30**
1 1	Altron MPS Altron Rental	1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	2	1	1	1			1	1	1	1	1									**27**
		1	1	1	1	1	1	2	1	1	1	1	1	1	1	1	1	2	1	1	1			1	1	1	1	1			1		1	1	1		**31**
2	Apex MPS		1	1	1	1	2	1	1	1	1		1	1	1	1	1	1	1	1																	**18**
2	Apex Rental	1	1	1	1	1	2	1	1	1	1		1	1	1	1	1	1	1	1																	**19**
3	A-Solutions	3	2	2	3	1	1	1	2	1		4	2	1	2	3	3	2	2	2		1	1	1							1				1		**42**
4	AZ																													1	1		1	1	1	1	**6**
5 6	Batsumi BTN																														1				1		**2**
		1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1	1	1																**18**
11 12	Ciscotel Dalitso	1	1									1																									**3**
		3	3	3	2	2	2	2	2	1	1	1	2	2	2	2	2	2	1	1	1									1							**38**
14 15	Datacentrix Denton	1		2	3		1	1	1			2	2	2	2	2	1	1	1																		**22**
																														1	1		1		1		**4**
16	Dido	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1		1	1			1	1											**21**
17	Direct Office	2	1			1	1	1	1	2	1	1	1	1	1	2	2	1	2	1	1				1	1	1	1		1	2		2	2	2	1	**37**
18	Emtelle	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1					1	1	1	1									**22**
19	ENR	1	1	1	2							1	1	1		1	1	1	1																		**12**
20	EOH	4	3	3	3	2	2	2	3	1	1	3	3	2	2	3	3	3	3	1	1																**48**
21	ETG	3	1	2	2	3	2	3	3	2	1	3	2	2	2	3	3	4	2	1	1								1	1				1			**48**
23	Flex	1	1	1		1	1	1	1	1		1	1	1		1	1	1	1	1																	**16**
24	Hazven	1	1	1		1	1	1	1	1	1	1	1	1		1	1	1	1	1	1																**18**
26	Indlela	1	1	1	1	1	1	1	1			1	1	1	1	1	1	1	1			1	1	1	1	1	1	1									**23**
28	Innovate	1	1	1	1							1	1	1	1																						**8**
29	Introstat	1	1	1	2							1		1			1	1	1																		**10**
30	IT Master	1	1	1	2							1	1	1	1																						**9**
31	Itec MPS	1	1	1	2		1	1	1	1		1	1	1	1	1	1	1	1			1															**18**
31	Itec Rental	1	1	1	2		1	1	1	1		1	1	1	1	1	1	1	1			1															**18**
32	ITqulate	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1		1																**18**
35	Khauleza	1		1	2	1	1	1	1			1	1	1	1	1	1	1	1																		**16**
36	Toshiba Tech					1	1	1	1	1			1			2	2	1		1					1	1				1	1	1	1	1	1	1	**21**
37	Konica Minolta MDS	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1																**20**

37	Konica Minolta MPS	1	1	2	1	2	3	2	1	2	2	1	2	1	1	2	2	2	1	2	1																	**32**
37	Konica Minolta Rental	1	1	2	1	2	3	2	1	2	2	1	2	1	1	2	2	2	1	2	1	1	1	1							1		2					**38**
39	Kul	1	1	1		1	1	1	1	1		1	1	1		1	1	1	1	1																		**16**
41	Legends	1	1	1	1					1		1	1	1	1	1	1	1																				**12**
44	Metro	1	1	1	2							1	1	1	1		1	1	1			1	1	1														**15**
45	Mmela MPS	1	1		1							1	1	1	1		1	1																				**9**
45	Mmela Rental	1	1	1	2	1		1				1		1	1	1		1																				**12**
46	Motswako	1	1	1	1	1	1	1	1	2	1	1	1	1		1	1	1	1	2	1																	**21**
47	Munswami																					1	1															**2**
49	NRG	1	1	1	1	1	1	1	1	1			1	1	1	1	1	1	1						1	1												**18**
50	OTB																												1	1	1		1	1	1	1	**7**
51	Omni	1		1	1	1	1	1	1	1				1	1	1	1	1	1			1	1	1	2	1	1	1			1			1	1		**25**
52	Quadrolink	1		1	1	1		1	1	1		1			1	1	1	1	1																			**13**
53	Rena	1	1	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1																		**18**
54	Ricoh MDS	1	1	1	1	1	1	1	1	2	1	1	1	1		1	1	1	1	2	1																	**21**
54	Ricoh MPS	1	1	1	1	1	1	1	1	2	1	1	1	1		1	1	1	1	2	1																	**21**
54	Ricoh Rental	1	1	1	1	1	1	1	1	2	1	1	1	1		1	1	1	1	2	1																	**21**
55	Runi				1	1																			1	1	1											**5**
56	SBD MDS	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1																	**19**
56	SBD MPS	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1																	**19**
56	SBD Rental	1	1	1	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1																	**19**
57	Sizwe	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1		1																	**18**
58	Speedlink																												1	1	1		1	1				**5**
59	TCM	3	2	2	3	1	1			1		2	2	1	2	2	1	1	2	1																		**27**
60	TSL	1	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1																		**18**
61	Ubuntu	1	1	1								1	1	1																								**6**
62	Velaphanda	1	1	1	1	1	1	1	1	1		1	1	1	1	1	1	1	1	1					1	1	1	1										**22**
	Total	**62**	**52**	**57**	**61**	**46**	**48**	**50**	**46**	**47**	**25**	**56**	**55**	**49**	**44**	**57**	**57**	**59**	**49**	**37**	**22**	**9**	**7**	**8**	**13**	**12**	**9**	**8**	**3**	**8**	**12**	**1**	**10**	**9**	**10**	**4**	**1102**

2. Models

Models are applicable to Category 1 to 4 and not applicable to Category 5.

2.1 Rental and Copy Charge

2.1. This is a model solution where Government takes advantage of managing its cash flow. Multi-functional printers are expensive, and the capital cost of an outright purchase can be prohibitive. A rental agreement is the preferred Government model which will result in the availability of the latest equipment for an affordable monthly payment.

2.1.2 The rental and copy charge model comprises rental of the awarded equipment configuration to which would be added cost for software or advanced software, other consumables and services amortised over the rental period for a complete office automation solution. Optional software could be utilised for print, equipment management and reporting.

2.1.3 The monthly rental includes delivery, installation, commissioning costs and basic user training. Equipment support and maintenance is at the awarded cost per copy (CpC).

2.1.4 "The "copy charge" is for full coverage of on-site maintenance on a nation-wide basis. The maintenance of all equipment shall include: - Toner or ink;

- ✓ All service calls, repairs and replacement of all defective parts;
- ✓ All spare parts and all other consumables, including rollers, fuser units, developer and drums excluding staples.

2.1.5 The maintenance period of thirty-six (36) months will be effective from the date of commissioning including the additional proportionate twenty-four (24) months where applicable.

2.2 Managed Print Service (MPS) and Pay for Use (Managed Document Service)

2.2.1 **MPS** and **MDS** are services offered to optimize or manage a state institution's **document output** and **electronic documents**. Among the main components covered are needs assessment, selective or general replacement of equipment, redeployment/movement/optimisation of equipment if required, service, parts and supplies needed to operate the new and/or existing equipment (including existing third-party equipment if this is required by the State institution). The panel of Suppliers will also track how the MFP fleet is being used, any problems/challenges, and end-user satisfaction. From some of the panel of Suppliers MPS or MDS is standard at no additional cost; refer to **Annexure F1** and **F2** of the Contract Circular.

2.2.2 MPS and MDS can comprise both basic and advanced managed print services.

2.2.3 Basic services include but are not limited to proactive monitoring of consumables, proactive monitoring of equipment alerts requiring technical support including incident management, automated meter readings for accurate and timely usage billing, single point of contact through the help desk and meter reading which is also available through some technology for equipment that is not networked. Basic user training is included after installation of either solution.

2.2.4 Advanced services include but are not limited to print policy management to ensure optimal equipment settings are adhered to (secure print, default duplex printing, etc.), load balancing assessment to make recommendations for equipment movements to ensure optimal utilisation, enhanced service levels to accommodate maximum uptime in critical printing areas, service delivery management and reporting to provide regular reviews of print trends, service level metrics, utilisation of score cards and billing management and a single point of contact for escalations and general account management, paper management to reconcile paper usage with print output to identify areas of high wastage / loss and implement remedial processes, dedicated onsite resources covering a variety of services including toner and paper replenishment, first level technical support and technical service engineers.

2.3 When to use each model?

2.3.1 Each model utilisation will be informed by the analysis of the printing environment. The below are probable indications for each model utilisation.

2.3.2 The **Rental and Copy Charge model** can be used in small printing environments (just a few equipment), or if a State Institution already has a print management structure and a process in place to manage the equipment, obtain reports and contain costs.

2.3.3 The **MPS and MDS models** can still be used for small and large printing environments where visibility of usage and costs are important, and where user-level functionality is required (as an example follow-me printing, electronic document management and more). The below are some of the objectives for consideration on MPS or MDS model:

- Visibility of :
- ✓ Document output volumes and electronic documents, type (mono, colour, duplex, simplex, paper size), and trends per week/month/year,
- ✓ Device usage trends (over-utilisation, underutilisation),
- ✓ Content output which can allow State Institutions to identify usage that qualifies as unwarranted or personal and non-business related,
- ✓ Document print coverage's (which allows insight into aspects such as how much colour is printed on the average documents, this will assist in determining whether colour printing is warranted),
- ✓ Managed output, this is the actual step in generating savings in three (3) ways: **volume allocation** per month which includes the type of output (Colour, Mono, A3), **budget allocation** per month, and **print policy** which includes endless system-based rules that would dictate and manage user print conduct.
- Redundancy built in through services as follow me printing will allow users to release their print jobs from any device on the same network (LAN or WAN), Disaster Recovery and endless Reporting.

3. Procurement Options

State institutions have different printing needs; provision has therefore been made for different procurement options from the transversal contract to cater for the different printing needs on existing rental agreements emanated from RT3-2015, RT3-2018 and new rental agreements to emanate from RT3-2022. The needs assessment analysis performed by the Service Provider will inform any option suitable to the State institution.

3.1 **Option 1**
State institutions can lease a complete printing solution where a previous printing solution lease/s has expired.

3.2 **Option 2**
State institutions can lease only equipment where the printing environment is not managed by the Supplier.

3.3 **Option 3**
State institutions can lease service only (e.g. software to perform a certain service or function) where a State Institution had a previous unmanaged printing environment to manage its printing environment.

3.4 **Option 4**
State institutions can procure only accessories to enhance its printing environment.

3.5 **Option 5**
State institutions can lease or procure a combination of any of the options 1 to 4.

4. Procurement Process from the Transversal Contract

If a State Institution does not consolidate its printing requirements, on each single procurement / lease the same below process must be followed from Step 2.

4.1 Step 1: Participation Letter

To access any of the above-mentioned options of the transversal contract, a post award participation letter (**Annexure C** of the Contract Circular) must be completed and submitted to TCcontracts2@treasury.gov.za

4.2 Step 2: Acknowledgment of Participation Letter

4.2.1 National Treasury will acknowledge participation letter via email (**no written post award consent letter will be issued to State Institutions as the participation letter is customised to consent to participation on completion and signatures**) and inform the panel of Suppliers.

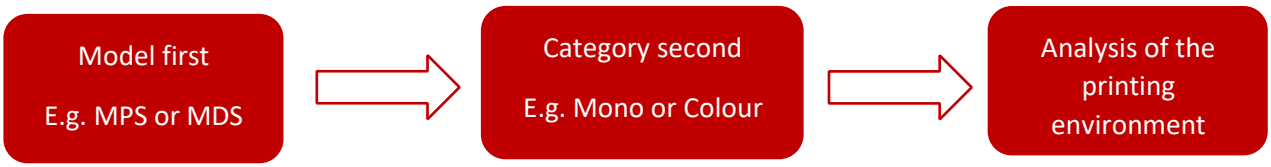
4.2.2 A participation letter should be completed by all State Institutions who wishes to utilise the transversal contract. There is no automatic participation for State Institutions who were participants on previous RT3-2015 or RT3-2018 as RT3-2022 is a new transversal contract with its terms and conditions.

4.2.3 A list of participants will not be published on National Treasury's website as the list is meant for the panel of Suppliers who will be updated as and when new participation letters are received.

4.2.4 All Suppliers on the transversal contract can supply nationwide.

4.3 Step 3: Completion of Analysis of Printing and/or Shredding Requirements

The order of procurement / lease by Participants on Category 1 to 4 should be:



This is a step where State Institutions select the suitable **MODEL** and are assisted to define the printing or paper shredding business requirements. A State Institution is expected to **specify** what it intend to use the equipment for. The minimum relevant questions that will assist the State Institution to specify or define its printing or paper shredding business requirements are incorporated on the analysis forms **Annexure D1 and D2**, additional relevant information may be requested by Suppliers.

The **analysis forms for printing or paper shredding are not a Request for Quotation** instead they are more of requisition forms that assist State Institutions to specify or define its printing or paper shredding business needs/requirements by indicating or stating what the equipment will be used for on answering the relevant questions on the form.

The Suppliers must be allowed to engage State Institutions on receipt of the analysis forms to discuss the printing or paper shredding requirements and conduct the analysis to be able to provide an optimal printing or paper shredding solution proposal to the State Institution.

There are two (2) analysis forms as follows:

- **Annexure D1** Analysis for Printing Requirements form that is applicable to Category 1 to 4 (All Printers).
- **Annexure D2** Analysis for Paper Shredding Requirements form that is applicable to Category 5 (Paper Shredders).

4.3.1 **Annexure D1 – Analysis for Printing Requirements for all Models**

4.3.1.1 National Treasury will acknowledge the participation letter,

4.3.1.2 Based on the ICT strategy of the State Institution and the end-user(s) specifies **THE MODEL FIRST** that is required for gaining visibility, control of its printing environment which will help save the State Institution money, boost productivity and document security then the **Annexure D1** form (as a requisition form) must be completed, handed to Supply Chain Management unit and be issued to ANY (1) or more Suppliers on the panel of Suppliers,

4.3.1.3 State Institutions may issue the analysis form to a **MINIMUM OF THREE (3) OR MORE** Suppliers from the panel of Suppliers according to the model/s first and category second,

4.3.1.4 Supply Chain Management unit must ensure that all Suppliers selected are offered the same specified or defined printing requirements.

4.3.1.5 In addition to the analysis form(s) issued to the Suppliers, State Institutions can have a needs analysis (requirements) discussion or briefing meetings with the Suppliers to firm up the requirements by both the Participant and Suppliers, and

4.3.1.6 To be in a better position to optimise the printing environment it is preferable that end-users driving the ICT strategy **CONSOLIDATE THE PRINTING REQUIREMENTS** for the entire State Institution and not procure/lease per individual division/unit within the State Institution.

4.3.2 **Annexure D2 – Analysis of Paper Shredding Requirements**

4.3.2.1 National Treasury will acknowledge the participation letter,

4.3.2.2 When the shredding need arises within a State Institution, the State institution must complete the analysis form (as a requisition form) and handover to Supply Chain Management unit to process,

4.3.2.3 The analysis form will be issued to **ALL THIRTEEN (13)** Suppliers on Category 5 panel of Suppliers,

4.3.2.4 The paper shredders on the transversal contract caters for the TCO which includes delivery and installation, initial training, service level agreement with fixed intervals and a service report at no additional cost on the paper shredders.

4.3.2.5 Supply Chain Management unit must ensure that all Suppliers selected in the category are offered the same specified or defined paper shredding requirements.

4.4 **Step 4: Analysis by Suppliers**

4.4.1.1 On receipt of the analysis form, Suppliers will contact the State Institution to interrogate the printing requirements for better understanding of the printing requirements and conduct an analysis in a practical and suitable method at no cost to the State Institution.

4.4.1.2 The analysis method will vary dependent on the understanding and discussions with State Institutions. State Institutions are to provide the relevant information in conducting the analysis to the panel of Suppliers as will be requested.

4.5 **Step 5: Proposals by the panel of Suppliers**

4.5.1 The format for Supplier's proposal(s) should **ONLY** address the following:

- ✓ Response to the printing or paper shredding requirement(s) including implementation/roll-out project plan informed by the analysis; and
- ✓ According to Prices as awarded on RT3-2022 (**Annexure F1** and **F2** of the Contract Circular).

4.5.2 State institutions **SHOULD NOT:**

- ✓ Create a tender/bid from the transversal contract but only implement it as prescribed.
- ✓ Request Suppliers to submit proposals in a tender/bid box but only via email.
- ✓ Conduct compulsory briefing session that is aimed at disqualifying Suppliers under the transversal contract but have needs/requirements discussions with the Suppliers as may be necessitated by the circumstances.

4.5.3 State institutions **SHOULD NOT** request any of the following documents from the panel of Suppliers as the transversal contract has considered all these documents and governance during the procurement process:

- ✓ Standard Bidding Documents (SBDs)
- ✓ Subcontracting related documents
- ✓ Central Supplier Database report or tax pin from South African Revenue Services
- ✓ B-BBEE Certificate; and /or
- ✓ Or any documentation relating to a procurement process.

4.5.4 The above documents will be issued on request where required by participating State institutions from National Treasury.

4.5.5 The panel of Suppliers should be given a certain suitable and reasonable period by the State institution to submit their proposal. It should not necessarily be the prescribed advertising period as this is an operational process within a transversal contract. The State institution should proceed with analysis of the received proposals in meeting the State Institutions' printing or shredding needs.

4.5.6 The panel of Suppliers will propose an optimal printing solution (this can be any of the procurement options on section 3 above) based on the analysis conducted as part of optimising the printing environment.

4.5.7 Participants should not focus on "nice to have" on printing or paper shredding proposal(s) but the proposal should address the printing or paper shredding requirements to ensure the Participant realises value for money.

4.5.8 The panel of Suppliers can only propose optimal printing or paper shredding solutions based on their offers as awarded on RT3-2022.

4.5.9 If a Supplier is not able to offer an optimal printing or paper shredding solution due to the limitation of the awarded offer(s), the Supplier should not impose such a solution that will not be fit for purpose for a State Institution. The State Institution is not obliged to procure (lease) a printing or paper shredding solution that is not optimal and fit for purpose for its analysed printing or paper shredding environment.

4.6 Step 6: Evaluation / Analysis of proposal

4.6.1 Participants are to analyse the received proposal or proposals from the responded Supplier or Suppliers against the indicated printing and/or shredding requirements in the analysis form and/or any further discussions in validating the need.

4.6.2 Participants should proceed with responded Suppliers within the allocated time frame.

4.6.3 The relevant end-user/s are in an informed position to select a proposal that addresses the printing and/or shredding requirements, therefore the end-use/s should be part of the decision making on ensuring on its optimal printing or shredding solution is leased/procured to realise value for money.

4.6.4 The Suppliers' awarded items were evaluated on the 90/10 preference point system. Participants should conduct a TCO comparison only to make the selection of a proposal/s that meet the needs easier.

4.6.5 State institutions should be conscious that the transversal contract prices are adjusted bi-annual. The proposal or proposals will always be at the applicable prices.

4.7 Step 7: Issuing of Purchase Order/s

4.7.1 Participants are to issue an order of the selected proposal/s to the selected Supplier/s upon acceptance and signed off of the proposal/s.

4.7.2 The order should be at the applicable prices at the time of issue to the Supplier. If an order is issued post a price adjustment, the order must be at the applicable prices which may differ from the proposal. Participant must make the necessary adjustments where required.

4.7.3 If a Supplier cannot honour an order post the stipulated lead time and service delivery is negatively impacted, a Participant can cancel the order and procure/lease from another Supplier.

4.8 Step 8: Account Opening by Supplier

4.8.1 Suppliers may request any relevant documentation from Participants that includes FICA and others in opening an account for Participants.

4.8.2 Participants are requested to cooperate with Suppliers on any account requirements as may be necessitated by the circumstances since Suppliers deal with third parties such as financial institutions to procure the equipment and lease to Participants.

4.9 Step 9: Delivery, Installation and Commissioning of Printing or Paper Shredding Solution

4.9.1 The Supplier must deliver, install, and commission the printing solution as per the delivery lead times.

4.9.2 The Supplier to always manage Participant's delivery expectations.

4.9.3 Subject to General Conditions of Contract (**Annexure B** of the Contract Circular) Clause 25, if the Supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the transversal contract, the Participant shall, without prejudice to its other remedies under the transversal contract, deduct from the schedule price, as a penalty, a sum calculated on the delivered price of the delayed office automation solutions or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or services performed.

4.10 Step 10: Payment to Suppliers

4.10.1 Participants are to pay Suppliers on time within the stipulated 30-day period of invoice receipt.

4.10.2 Suppliers should not be expected to provide printing and shredding services without being paid.

4.10.3 Suppliers will have grounds of not providing (suspending) the services where Participants do not pay as per the latest Instruction Note of payments to Suppliers within 30-days of invoice receipt. If the Participant do not make necessary payment arrangements and the remedial process has been adhered to by the Participant and the Supplier, the Supplier may suspend the printing services.

4.11 Step 11: Signing of Participation Agreement

4.11.1 The selected Supplier by a Participant for leasing requirements will sign a Participation Agreement and a Schedule(s) (**Annexure L2** of the Contract Circular) of the Master Transversal Agreement (MTA) upon completion of commissioning of the printing solution. The Participation Agreement should not be customised by neither the Supplier nor the Participant as vetting would have been completed by all legal parties. The Participation Agreement should be signed as published.

4.11.2 The selected Supplier by a State institution for outright purchase will sign a Participation Agreement (**Annexure L3** of the Contract Circular) of the MTA within fourteen business (14) days post-delivery of the equipment. The Participation Agreement should not be customised by neither the Supplier nor the Participant as vetting would have been completed by all legal parties. The Participation Agreement should be signed as published.

4.12 Step 12: Customising printing policy

4.12.1 Selected Supplier(s) will assist in customising the printing policy (**Annexure H** of the Contract Circular can be used as a base) for the State Institution at a cost listed on the Contract Pricing; the State Institution will adopt and enforce the printing policy.

4.12.2 The rules which are not limited to the below can include user print conduct that allows management on certain print behaviours, for example:

- Duplex print, when more than (x) number of pages are printed in a print job,
- Colour document with a page coverage of (x)% and less will only be released in monochrome and not colour,
- Document batches larger than (x) will be diverted to the closest larger MFP / print room where applicable that prints at a lower CpC and not to the smaller work group equipment that prints at a higher CpC,
- Documents sent to any equipment and not collected within (x) amount of time will be deleted from the print queue and thus not available for release (this feature will contribute to one of the largest cumulative savings for a State Institution, it will almost completely eliminate the common sensation that

refers to documents printed and no longer required for various reasons such as the user noticed an error post printing or printed an incorrect document or the document just was not actually needed, the endless piles of printed documents that end up laying at the printer or ends up in the recycle bin accounts for millions of Rand's of print and paper costs wasted).

4.12.3 Change management within State institutions - It is up to the State Institution to decide which unit or division is to manage the office automation solutions contracts (Participation Agreements with Schedules) including change management. Traditionally this function resides effortlessly with Information Technology.

4.12.4 The relevant internal unit or division within the State Institution will drive change management in line with its adopted printing policy.

5. Bi-Annual Reporting by State Institutions

As part of contract management and supplier performance management, State institutions are required to submit bi-annual reports on the performance of Suppliers. The reporting will assist in addressing any transversal contract performance issues that might arise during the implementation of the transversal contract.

6. Transversal Contract and Lease Duration Periods

6.1 The transversal contract is for a forty-eight (48) months period commencing 01 April 2022 to 31 March 2026.

6.2 All leases from the transversal contract shall be for a minimum period of thirty-six (36) months with an option of an extension period of twenty-four (24) months up to 31 March 2028.

6.3 The period on any system should not be the transversal contract period because lease periods do not coincide with the transversal contract period. Each lease will have its own duration, which will reflect on the Participation Agreement schedule and should be the date used on any system.

7. Leases from the Transversal Contract

7.1 All leases from the transversal contract shall be for a minimum period of thirty-six (36) months with an option of an extension period of twenty-four (24) months up to 31 March 2028 as shown on the below Table.

7.2 The cost implication for the extension period will be at a zero percent (0%) monthly lease. Only the cost per copy (usage) will be charged inclusive of support and maintenance by Suppliers during the extension period. The monthly lease payments of the office automation solution shall be zero rands (R0.00) for the duration of the extended period.

7.3 All leases emanating from the transversal contract should not go beyond the extended twenty-four (24) months period.

7.4 All leases commencing in the first year of the transversal contract (i.e., 01 April 2022 to 31 March 2023) irrespective of the starting month within the first year, the extended 0% monthly lease period will be for a period of twenty-four (24) months or up to 31 March 2028, whichever comes first. This means the participants will enjoy a full twenty-four (24) months extension at no cost (0% monthly lease payments).

7.5 All leases commencing in the second year of the transversal contract (i.e., 01 April 2023 to 31 March 2024) irrespective of the starting month within the second year, the extended 0% monthly lease period will be up to 31 March 2028. This means the participants will enjoy a twenty-four (24) months 0% monthly lease or proportionately as per the starting month of the lease.

7.6 All leases commencing in the third year of the transversal contract (i.e., 01 April 2024 to 31 March 2025) irrespective of the starting month within the third year, the extended 0% monthly lease period will be up to 31 March 2028. This means the participants will enjoy a twelve (12) months 0% monthly lease or proportionately as per the starting month of the lease.

7.7 All leases commencing in the fourth and final year of the transversal contract (i.e., 01 April 2025 to 31 March 2026) irrespective of the starting month within the fourth year, will not have the extension period. This means the participants will not enjoy the 0% monthly lease or proportion thereof. It means all the leases commencing in the fourth year of the transversal contract irrespective of the starting month within the fourth year will only be for a period of thirty-six (36) months.

7.8 The Supplier must notify the Participant in writing or system generated notification sixty (60) days prior to the expiry of the minimum thirty-six (36) months lease period to affect the lease extension as per sections 7.4 to 7.7.

7.9 The office automation solutions can be leased any time whilst the transversal contract is valid. The commencement of a lease will be on delivery, installation, and commissioning and leases are applicable to all categories.

Transversal Contract Years	Transversal Contract Period	Initial 36 Months Period	Extension Period	
Transversal Contract Year 1	01 Apr 2022 to 31 Mar 2023	01 Apr 2022 to 31 Mar 2025	Full 24 months or up to 31 March 2028	24
Transversal Contract Year 2	01 Apr 2023 to 31 Mar 2024	01 Apr 2023 to 31 Mar 2026	Up to 31 March 2028	24
Transversal Contract Year 3	01 Apr 2024 to 31 Mar 2025	01 Apr 2024 to 31 Mar 2027	Up to 31 March 2028	12
Transversal Contract Year 4	01 Apr 2025 to 31 Mar 2026	01 Apr 2025 to 31 Mar 2028	No Extension Applicable	0

8. Outright Procurement from the Transversal Contract

8.1 All outright procurement from the transversal contract can be at any time during the tenure of the transversal contract.

8.2 Outright procurement is applicable to category 4 and 5 (digital duplicators and paper shredders) only.

9. Special Quantities and Orders

9.1 The leases from the expired RT3 transversal contract (RT3-2018) will be lapsing at two (2) intervals in 2023 and 2024.

9.2 The lapsing of leases at the same requires a plan for decommissioning and commissioning plan between Suppliers and Participants.

9.3 Ordering for the 2023 and 2024 leases on the transversal contract **IS ALLOWED TO BE IN ADVANCE** to allow Suppliers to meet the projected deliveries.

9.4 According to Section 7.9 there will still be orders as and when a need arises from Participants at any time whilst the transversal contract is valid.

10. Remote Monitoring and Alerting for the Printing Environment

10.1 Suppliers and Participants must set up an email service on the equipment to allow remote monitoring of the printing environment.

10.2 If Participants do not allow Suppliers to remotely monitor the printing environment, Participants will have to log calls for all services required.

10.3 The following are exceptional occurrences when Participants will be required to log calls:

- Copy quality issues.
- No Internet for automatic monitoring.
- If office automation solutions are off and the reason for the downtime is unknown.

11. Other Important Conditions

Participants are requested to refer to following Sections of the Special Conditions of Contract:

- Section 17 for Training and Support
- Section 18 for Service and Maintenance
- Section 20 for Insurance
- Section 21 for Relocation of Equipment
- Section 22 for Accessories, Consumables and Spare Parts
- Section 25.10 for Contract Price Adjustment Periods

END

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