



South African Reserve Bank

## **Business Systems and Technology Department**

### **Call for the Expression of Interest from prospective service providers to provide a Managed Print Service to the South African Reserve Bank**

**Reference number: EOI KvS 04/2014**  
**Closing Date and Time: 06 August 2014 at 11h00**

The South African Reserve Bank (the Bank) wishes to procure a Managed Print Service to provide printing services to the Bank from a reputable service provider. This service should be provided to the Bank's head office in Pretoria as well as its seven branches spread across the country. At a later stage, this service may be extended to the Bank's subsidiaries, namely the South African Bank Note Company as well as the South African Mint.

The Bank currently uses a print model where the Bank procures the high volume multi-function devices (MFDs) as well as the smaller desktop printers outright. All these printers will be networked. The Bank further procures a maintenance plan for each MFD it purchases. The MFDs used by the Bank have the capability to print, copy and fax documents. The smaller desktop printers are purchased and their maintenance is done on a time and material basis. The Bank's IT department provides first line support for all the print devices. The Bank also insures these printers as they are part of the Bank's assets.

The Bank wants to move away from this print model towards a more industry standard Managed Print Service. In this model the supplier will own the printers and provide full maintenance on them. All the printer consumables like toner, paper, and so on, will be provided by the supplier. The supplier will insure its own printers.

The preferred supplier will be expected to have a view of the printers in the Bank at all times, even if it means remotely. This is to allow the supplier to be proactive in providing support in cases where the printer is not printing optimally; the toner is low; the paper is low; and so on. The supplier must also have a presence in the Bank so as to be able to periodically feed the paper and toner as well as to attend to any problems with any of the printers at any given time. Should any particular printer give too many problems, it will be expected that the supplier will replace it.

On a monthly basis, the supplier will be expected to give monthly reports on their performance against the contract. The reports should also show consumption at Bank level, department level, division level, as well as possibly individual level. The assumption is that the preferred supplier will install a management tool like Equitrac to manage all this information. Users must be able to print on any printer, irrespective of where it is situated, by simply supplying that printer with his / her credentials.

Finally, as stated earlier, the Bank already has an existing fleet of printers, both MFDs and desktops. Interested service providers may need to make proposals on what to do with this fleet.

In summary, the interested service providers should consider the following:

- Have sufficient printer stock to supply to the Bank (head office and seven branches)
- Have sufficient stock of printer consumables
- Have skilled technicians to manage this fleet of printers
- Have a tool to proactively manage the printer fleet as well as provide the Bank with reliable management reports
- Have a tool that will allow the users to print from any printer in the Bank, irrespective of location. The user simply has to provide his/her credentials to the printer
- Have a proposal for the existing fleet of printers owned by the Bank.

Interested parties are hereby invited to express their interest in partnering with the Bank in this initiative by furnishing the following documentation:

- Company Profile;
- Details and references of previous and/or current managed print service contracts that the service provider is managing.
- Valid broad-based black economic empowerment (BBBEE) rating certificate;
- Valid tax clearance certificate.

Your expression of interest must be an original document accompanied by one (1) copy as well as an electronic **copy in PDF format**, clearly marked “**original**”, “**copy**” and “**electronic copy**”. Please quote the heading and reference number at the top of this document, as well as the closing date and time. The documents must be enclosed in a sealed envelope. Applications will be received until **11h00 on Wednesday, 06 August 2014**. Your expression of interest should be deposited in the **tender box** at the South African Reserve Bank, **370 Helen Joseph Street, Pretoria**.

The Bank reserves the right to rescind this process, should it deem necessary to do so. However, all respondents will be informed accordingly. Failure to accede to any instruction contained in this document will lead to disqualification. Late submissions will not be considered.

Kindly note that short-listed service providers will be subjected to a personnel security vetting process in accordance with the Bank's Security Vetting Policy.

All enquiries must be directed to Ms Karen van Schalkwyk via e-mail at [karen.vanschalkwyk@resbank.co.za](mailto:karen.vanschalkwyk@resbank.co.za).