SARS REQUEST FOR PROPOSALS

STANDARDIZATION ON TWO (2) MULTI-FUNCTION PRINTER (MFP) BRANDS ACROSS SARS OFFICES

BUSINESS REQUIREMENTS SPECIFICATION

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SARS RFP 01/2024

Business Requirements Specification

Standardization on two (2) Multi-function Printer (MFP) brands across SARS

This RFP document sets out the business requirements that SARS has for MFP Standardization – Microsoft Universal Print and Scan to Cloud, which must be considered by the Vendor/Supplier in compiling a proposal.

1.   USAGE OF TERMS IN THIS DOCUMENT

1.1   References to Other Documents in the RFP pack

- *RFP Main Document*

1.2   Glossary Table

The capitalised terms in this document appearing in the glossary table below will have their corresponding meanings. The Vendor/Supplier is referred to the *RFP Main Document* for the use and meaning of capitalised terms generally in the RFP pack.

Term	Meaning
SP	Service Provider
MFP	Multifunction Printer
MPV	Monthly Printing Volume
RFP	Request for Proposals
DMR	Defective Media Retention
Bidder(s)	Refers to the Original Equipment Manufacturer (OEM) or the accredited partner
MFP	Mult Functional Printers
BRS	Business Requirement Specification

2. BACKGROUND

SARS generally receives its printing services from the National Treasury's Transversal contracts where eligible service providers can do business with Government institutions.

SARS has made a decision to standardise on two (2) MFP brands and aims to either rent and/or procure an estimated 500 MFPs, where Microsoft Universal Print will serve as the chosen Print Management Platform. The MFP devices would have a native capability to scan documents to employee's OneDrive's.

This RFP seeks to appoint two (2) brands that will pass the technical evaluation criteria, where SARS will only procure and/or rent printers from these 2 brands over the next 10 to 20 years.

It should be noted that, SARS will not require support and maintenance from the bidders where we will procure and/or buy the printers from post its warrant period, as SARS has a contract for end-support support services that covers the support and maintenance of all our devices.

3. MINIMUM TECHNOLOGY REQUIREMENTS:

The following are the minimum requirements for participation in the MFP Standardization as these would be the main areas of focus:

- The MFPs need to integrate seamlessly with Microsoft universal print without any custom development or third party applications. This must be a native capability. See: Universal Print – Cloud Based Print Solution (microsoft.com);
- MFPs must be capable of reporting meter readings and Incidents to Microsoft Universal Print;
- MFPs must have the ability to Secure Print, Duplex Print and Scan.;
- MFPs must have LAN and Wi-Fi Capability;
- MFPs must have surge and lightning protection;
- The MFPs need to have native capability to scan to Microsoft OneDrive securely per user. (Each user's scanned documents need to be saved on his/her OneDrive and Multifactor authentication needs to apply).
- The MFPs need to be configurable to scan to a shared folder and scan to email as options.
- MFPs must have a built-in management interface and support for technologies like SNMP to allow for remote monitoring and management.

- MFPs must have ability to authenticate with Azure Active Directory and support for standard print protocols like LPR, SMB etc.

- MFPs must be able to display usage statistics like page count, toner levels etc.

- MFPs must include a built-in data backup and recovery system to prevent data loss in the event of a system failure.

- MFPs must adhere to relevant industry standards and regulations, particularly when it comes to data sanitization.

- For easy operation and maintenance, devices should include user manuals and detailed instructions.

- MFPs should have support to print from smartphones/tablets.

- MFPs must have cost saving features like toner saver mode etc.

- MFPs must have energy saving modes like sleep and standby mode.

- MFP Drivers should be compatible with Windows 10 and 11.

- MFP must be able to utilise SARS RFID cards for user authentication for the release of prints, and to initiate scans to OneDrive.

- The MFPs under consideration should meet the following minimum hardware specifications:
  - **Print Speed:** Capable of printing up to 23-40 ppm for A4 and letter-sized black and white documents, and up to 20-30 ppm for colour documents.
  - **Scan Speed:** Support scanning at speeds of up to 60 ppm/120 ipm for A4 and letter-sized documents, in both simplex and duplex modes.
  - **Service Coverage:** Provide a 5-year Next Business Day with DMR(Keep Your Drive) Service, complemented by embedded security features that prevent malware attacks.
  - **Functions:** Required functions include printing, copying, scanning and wireless capabilities. Additionally, MFPs should offer flatbed scanning, automatic two-sided printing, USB ports, and easy access to toner cartridges.
  - **Connectivity:** Support various connectivity options, including Gigabit Ethernet, USB ports, and Super Speed USB 3.0 Host Port.
  - **Tray Capacity:** Include multiple trays accommodating various media sizes, including A3 and A4.
  - **Print Resolution:** Offer print resolutions of up to 1200 x 1200 dpi for both black and colour printing.
  - **Print Technology:** Utilize laser printing technology and support standard print languages such as PCL 5c, PCL 6, Postscript level 3 emulation, and PDF.

- o **Scan Capabilities:** Provide colour scanning with scan speeds of up to 60 ppm/120 ipm for both black and white and colour documents.
- o **Copy Speed:** Capable of copying at speeds of up to 23 cpm for black and colour (with optional enhancements).
- o **Onedrive:** Must support Scan to Onedrive and Microsoft Universal Print natively.

4. SARS OPERATING ENVIRONMENT

4.1. Application Maintenance and Support

SARS in-house resources must be able to maintain and support the MFP Software. Furthermore, SARS must be able to maintain and support some of the operating processes including toner and paper replenishment amongst others. It should be noted that, SARS would still reserve the right to request the supplier to do toner replacement in some areas.

The Service Provider to maintain break fixes on physical Hardware (Printers) and ensure regular firmware updates are conducted. The service provider will have to advise SARS on how to reduce regular break fixes of the Hardware.

4.2. Cost Containment

4.2.1   The Supplier/Vendor to indicate what functionality is included in the MFPs that will allow SARS to govern the usage/costs effectively.

4.2.2   **Monthly Printing Volume (MPV):** SARS seeks information on the Monthly Printing Volume (MPV) associated with the recommended Multifunction Printers (MFPs). Please provide details on how the MPV is determined for the proposed MFPs. Assess and categorize the MPV into three levels: Low, Medium, and High, based on a combination of factors, including initial purchase costs, usage, operational expenses (e.g., consumables, maintenance), and potential cost savings through standardization and efficiency gains.

- **Low MPV:** MFPs falling into this category should offer a cost-effective solution with competitive pricing, minimal ongoing operational expenses, and potential for significant cost savings. They should align with SARS's objective of optimizing printing costs and should be suitable for environments with lower monthly print volumes. They are essentially ideal for small to medium-sized

offices or departments with modest printing needs.

- **Medium MPV:** MFPs categorized as having a medium MPV should strike a balance between cost-effectiveness and advanced features. They may have moderate upfront costs but provide added value in terms of features, reliability, and performance. These MFPs are designed to handle moderate to substantial print volumes. They are suitable for larger departments or workgroups with more significant printing demands.

- **High MPV:** MFPs with a high MPV are expected to offer advanced capabilities, exceptional performance, and durability. While they may have higher initial costs, they should justify this investment through superior functionality, efficiency gains, and long-term reliability.
  Suppliers are encouraged to provide insights into how their recommended MFPs fit into these MPV categories. Additionally, please explain any cost-containment strategies or features that contribute to the assigned MPV level. This information will help SARS assess the cost-effectiveness of the proposed MFP solutions in relation to their performance and capabilities and that the MFP is capable of managing extensive and high-frequency printing tasks. They are suitable for enterprise-level printing environments with substantial monthly print requirements.

Suppliers should provide data on their recommended MFPs and specify how these devices meet the unique printing needs of each category and respective print volumes. Additionally, insights into how these MFPs can efficiently handle the identified levels and support cost-effective and productive printing operations will be valuable for SARS' evaluation process.

4.3. Governance & Security

Suppliers/Vendors are requested to provide comprehensive details about the inherent capabilities and adaptable features incorporated within the proposed Multifunction Printers (MFPs). These features should be designed to oversee and safeguard the MFP solution while adhering to the governance standards of SARS and maintaining compliance with the organization's security policies.

4.4.   Other information required

- What native software applications needs to be installed on the physical Printer?
- Is software on workstations required to use the MFP?
- Please supply all the distinctive features or capabilities of the recommended MFPs.
- Is the software licensed and renewable after how long (Include detailed information on licensing)?

- Are trial licenses available during the testing of MFPs and what is the trial period?
- What is the estimated delivery timeline of the MFPs to be tested.
- Provide information on data security measures applied by the MFPs, including encryption, user authentication, and protection against cybersecurity threats.
- Confirm the recommended MFPs' compliance with data privacy regulations, such as POPI, and their compatibility with cloud-based services.

5.   EVALUATION OF THE PROPOSALS

- SARS evaluate the technical submission, which would have been submitted by the bidder, based on the BRS and other related information.
- Bidders should have relevant experience in supplying MFP solutions for other organizations and be able to provide references or case studies.
- SARS will then shortlist bidder, as per their technical submission and those bidders that would have been shortlisted, will then be invited to implement their capable MFPs at SARS Head Office in Brooklyn Pretoria so that they can be tested against SARS applications and security requirements.
- The bidders that would be invited will need to implement their "*Scan to OneDrive*" software on their MFPs and configure the functions together with SARS Technical resources to testing purposes.
- The bidder together with SARS technical resources would configure Microsoft Universal print to govern and monitor the MFPs and desktops/Laptops connected to the printers.
- The bidder together with SARS technical resources are required to troubleshoot and remediate any problems experienced at best effort.
- The bidder(s) are requested to advise SARS of any innovative capabilities that may be explored or have been overlooked.

The bidder(s) are requested to provide SARS with general costings for the MFPs. including a breakdown of all the costs associated with the BRS such as, hardware, software licenses or subscriptions, installation, maintenance, and support.

Brand Standardization Criteria:

SARS objective is to standardize its MFP fleet using a maximum of two brands. After a Bidder successfully completes the technical evaluation stage, the final selection of the 2 brands will be based on the following criteria:

1. **Implementation Simplicity:** The ease and simplicity of implementing the MFP brand within SARS's existing infrastructure will be a pivotal factor. MFP brands should offer straightforward setup and configuration processes.

2. **Dependency on 3rd Party Systems:** To streamline operations and reduce complexity, consideration will be given to MFP brands that minimize dependency on additional third-party systems and server infrastructure.

3. **Compatibility with Network and Security Architecture:** MFP brands should seamlessly integrate with SARS's existing network architecture, ensuring smooth data flow. Furthermore, they must align with our stringent security requirements to safeguard sensitive information.

4. **Security Compliance:** MFP brands will be evaluated based on their ability to meet SARS's stringent security requirements. This includes data encryption, user authentication, and adherence to data privacy regulations such as POPI and Cloud compliance.

5. **Predictive Maintenance and Support:** Preference will be given to brands that offer predictive maintenance capabilities. These features help minimize downtime by identifying and addressing potential issues proactively, ensuring uninterrupted operations.

6. **User-Friendly Interface:** To enhance productivity and user satisfaction, MFP brands must provide an intuitive and user-friendly interface. This includes features that simplify tasks and reduce the learning curve for staff members.

7. **RFID Card Integration:** SARS requires MFP brands to offer seamless integration with RFID card systems. This integration enhances security by providing secure access controls while simplifying the user experience.

8. **Accessibility Features:** In line with our commitment to inclusivity, MFP brands should include features catering to persons with disabilities. These features ensure that our MFPs are accessible and usable by individuals with diverse needs.

9. **Universal MFP Driver Support:** Support for universal MFP drivers will be a key consideration to facilitate consistent, flexible, and efficient printing across our organization while simplifying driver management.