



**ANNEXURE: "H"**

**TERMS OF REFERENCE ("TOR")**

**CIPC BID NUMBER: 01/2024/2025**

**DESCRIPTION: INVITATION TO SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE PROVISION OF **MANAGED, PRINT SERVICES (MPS)****

**CONTRACT PERIOD: THREE {3} YEARS)..**

**BID CLOSING DATE: 21 MAY 2024**

**NB: IT IS THE RESPONSIBILITY OF THE PROSPECTIVE BIDDERS TO DEPOSIT TENDERS IN THE CORRECT BOX AND TENDERS DEPOSITED IN WRONG BOXES WILL NOT BE CONSIDERED.**

**THE CIPC TENDER BOX HAS THE FOLLOWING DESCRIPTION: "**CIPC TENDER BOX**".**

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## 1. TERMS AND CONDITIONS OF REQUEST FOR TENDER (RFT)

1. CIPC's standard conditions of purchase shall apply.
2. Late and incomplete submissions will not be accepted.
3. Any bidder who has reasons to believe that the RFP specification is based on a specific brand must inform CIPC before BID closing date.
4. Bidders are required to submit a valid Tax Clearance Pin for all price quotations exceeding the value of R30 000 (VAT included). Failure to submit the valid Tax Clearance Pin will result in the invalidation of this RFP. Certified copies of the Tax Clearance pin will not be acceptable.
5. No services must be rendered or goods delivered before an official CIPC Purchase Order form has been received.
6. This RFP will be evaluated in terms of the **80/20** system prescribed by the Preferential Procurement Policy Framework Act (Act 5 of 2000) as amended together with Preferential Procurement Regulations, 2022
7. The bidder must provide assurance/guarantee to the integrity and safe keeping of the information (that it will not amended/corrupted/distributed/permanently stored/copied by the service provider) for the duration of the contract and CIPC reserves the right to negotiate with the successful bidder on price.
8. The service provider must ensure that their work is confined to the scope as defined.
9. Travel between the consultant's home, place of work to the DTI (CIPC) vice versa will not be for the account of this organization, including any other disbursements.
10. The Government Procurement General Conditions of contractors (GCC) will apply in all instances.
11. As the commencement of this project is of critical importance, it is imperative that the services provided by the Service Provider are available immediately. Failing to commence with this project immediately from date of notification by CIPC would invalidate the prospective Service Provider's proposal.
12. No advance payment(s) will be made. CIPC will pay within the prescribed period as per the PFMA.
13. **All prices quoted must be inclusive of Value Added Tax (VAT)**
14. **All prices must be quoted in South African Rand**
15. **All prices must be valid for One hundred and twenty days (120) days**
16. The successful Service Provider must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information.
17. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his/her delegate.
18. The successful bidder must ensure that the information provided by CIPC during the contract period is not transferred/copied/corrupted/amended in whole or in part by or on behalf of another party.
19. Further, the successful bidder may not keep the provided information by way of storing/copy/transferring of such information internally or to another party in whole or part relating to companies and/or close corporation. As such all information, documents, programs and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner or his delegate.

20. The service provider will therefore be required to sign a declaration of secrecy with CIPC. At the end of the contract period or termination of the contract, all information provided by CIPC will become the property of CIPC and the service provider may not keep any copy /store/reproduce/sell/distribute the whole or any part of the information provided by CIPC unless authorized in terms of the declaration of secrecy.
21. The Service Provider is restricted to the time frames as agreed with CIPC for the various phases that will be agreed to on signing of the Service Level Agreement.
22. CIPC will enter into Service Level Agreement with the successful Service Provider.
- 23. CIPC reserves the right not to award this bid to any prospective bidder or to split the award.**
- 24. Fraud and Corruption:**

The Service Provider selected through this Terms of Reference must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, CIPC Defines, that for such purposes, the terms set forth will be as follows:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of CIPC or any personnel of Service Provider(s) in contract executions.
- ii. "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to CIPC, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive CIPC of the benefits of free and open competition;
- iii. "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work;
- iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract;
- v. CIPC shall reject a proposal for award, if it determines that the bidder recommended for award, has been engaged in corrupt, fraudulent or unfair trade practices;
- vi. CIPC also reserves the right to terminate this Agreement by giving 10 (ten) business days written notice to the service provider due to any perceived (by CIPC) undue reputational risk to CIPC which CIPC can be exposed to resulting from the service provider or its management/directors being found to be involved in unethical behaviour, whether in its dealings with CIPC or any other business dealings.**  
**Note: "Unethical behaviour" includes but not limited to an action that falls outside of what is considered morally right or proper for a person, a profession or an industry**
- vii. CIPC shall declare a Service Provider ineligible, either indefinitely or for a stated period of time, for awarding the contract, if at any time it determines that the Service Provider has been engaged in corrupt, fraudulent and unfair trade practice including but not limited to the above in competing for, or in executing, the contract.
- viii. The service provider will sign a confidentiality agreement regarding the protection of CIPC information that is not in the public domain.



## 2. COMPLUSORY BID REQUIREMENTS (FAILURE TO COMPLY WITH ALL REQUIREMENTS BELOW WILL IMMEDIATELY DISQUALIFY

### THE PROPOSAL

#### INSTRUCTIONS FOR THE SUBMISSIONS OF A PROPOSALS

##### SUBMISSION OF ORIGINAL HARD COPY

- a) Bidder's must submit **One (1) original copy** (hard printed copy of the technical proposal), this is for record keeping purposes and the USB Only will be used for bids evaluation.
- b) The Bid Document must be marked with the Bidder's Name
- c) The Bid documents **must be signed** by an authorized employee, agent or representative of the bidder and each and every page of the proposal shall contain the initials of same signatories
- d) All pages of the submitted proposal must be numbered.

##### SUBMISSION OF USB

- a) **NO DISC WILL BE ALLOWED**
- b) **ONE (1) USB must be submitted, including technical proposal as well as price proposal saved in separate folders;**
- c) The USB must be marked with the bidder's name.
- d) **The USB must have an index page/ table of contents listed all documents included in the proposal for easy referencing during evaluation (group information in separate folders)**
- e) **Open each folder prior submission to ensure that documents are saved and are properly opening and working**
- f) **BIDDERS TO VERIFY IF DOCUMENTS ARE SUCCESSFULLY LOADED IN THEIR USB'S**
- g) **All documents in the USB must open and be readable – CIPC will not be held liable for documents not opening**
- h) **USB'S WITH NO DOCUMENTS INCLUDED WILL BE DISQUALIFIED AS ONLY USB'S ARE USED FOR EVALUATION PURPOSES**
- i) The **USB** must contain the **exact** documents/ information submitted in the original copy for record keeping
- j) Bidders to ensure that the information is properly saved in the USB prior submitting to CIPC and that there are **no missing pages, USB sticks opens, readable, and contain no blank pages, documents, or blank folders. Ensure that each folder created is numbered or documents placed in numbering order, avoid clustering folders with a lot of documents rather create separate folders or number documents separatetly.**
- k) **THE USB WILL BE USED FOR EVALUATION HENCE THE BIDDER IS REQUIRED TO ENSURE THAT THE USB CONTAINS ALL INFORMATION.**
- l) **CIPC WILL NOT BE HELD LIABLE FOR INCOMPLETE PROPOSALS/ INFORMATION SUBMITTED IN THE USB'S**
- m) **Score are allocated based on the information provided in the USB's**
- n) All pages must be signed; numbered and initial as per the Original copy
- o) The USB must be submitted in PDF format **ONLY** and must be **read ONLY; NO Passwords Protection**
- p) **BIDDERS TO ENSURE THAT USB'S ARE WORKING PRIOR SUBMISSION**
- q) **Bidders to ensure that USB 's are not password protected**
- r) **IT IS THE BIDDERS RESPONSIBILITY TO VERIFY IF THE USB IS WORKING BEFORE SUBMISSION**
- s) **BIDDER'S WITH USB'S NOT OPENING OR PASSWORD PROTECTED WILL BE DISQUALIFIED**

**FAILURE TO COMPLY WITH ALL THE ABOVE MENTIONED REQUIREMENTS WILL IMMEDIATELY INVALIDATE THE BID.**

**3. SUBMISSION OF PRICE PROPOSAL**

- a) Prospective Bidders must submit a printed hard copy of the Price Proposal in a separate **SEALED** envelope. It is important to separate price from the Technical proposal as Price is evaluated at the last phase of the Evaluation.
- b) The price envelop must be marked with the bidder's name
- c) Bidders to complete Pricing Schedule SBD 3.3 (Annexure "C")- **REFER TO ATTACHED SBD FORMS**
- d) **The total Price (Ceiling price) must be carried over to BOTH SBD 3.3 (Pricing Schedule) and SBD FORM 1: (Invitation for Bids). AND COMPLIANCE TO ANNEXURE A PAGE 20 AND 21**
- e) The Total Bid Amount will be used for the evaluation of bids therefore it must be inclusive of all costs for the duration of the contract.
- f) All prices must be VAT inclusive and quoted in South African Rand (ZAR). ***Failure to comply with this requirement will disqualify the bid.***
- g) All prices must be valid for 120 days

**PLEASE NOTE THAT IT IS COMPULSORY THAT BIDDERS SUBMIT PROPOSAL AS PER THE FOLLOWING**

- 1. 1 (ONE) ORIGINAL / HARD COPY PRINTED
  - 2. 1 (ONE) USB FOR TECHNICAL PROPOSAL AND PRICE MUST BE INCLUDED IN THE SAME USB BUT SAVED IN A SEPARATE FOLDER ("MARKED PRICE PROPOSAL") BIDDERS TO ENSURE THAT USB'S ARE WORKING PRIOR SUBMISSION
  - 3. ONE SEALED ENVELOPE FOR PRICE PROPOSAL (INSIDE THERE MUST BE)
    - ❖ PRICE SCHEDULE – SBD.33 : **PLEASE TAKE NOTE OF THE CLAUSE IN SBD 3.3 AND ENSURE COMPLIANCE**
    - ❖ **ALL CONDITIONS OF PRICE FOR EXAMPLE- PRICE FLUCTUATIONS OR PRICES NOT FIRM DUE TO ROE, ETC MUST BE CLEARLY STATED IN SBD 3.3 IN THE SPACE PROVIDED. SEE PAGE 21/22**
    - ❖ SBD1 - INVITATION TO BIDS
    - ❖ PRICE BREAKDOWN PREFERABLE IN THE BIDDERS LETTERHEAD SIGNED BY AN AUTHORISED REPRESENTATIVE
- NB: Bidders must also refer to page 17 of 22 of the Terms of reference under Mandatory Requirements**

**FAILURE TO COMPLY WITH ALL THE ABOVE MENTIONED REQUIREMENTS WILL IMMEDIATELY INVALIDATE THE BID.**

**Please complete and sign**

I, the undersigned (NAME).....certify that:

**I have read and understood the conditions of this tender.**

I have supplied the required information and the information submitted as part of this tender is true and correct.

.....

**Signature**

.....

**Date**

**FAILURE TO COMPLY WITH ALL THE ABOVE MENTIONED REQUIREMENTS WILL IMMEDIATELY INVALIDATE THE BID.**



#### 4. INTRODUCTION

The Companies and Intellectual Property Commission (CIPC), herewith referred to as 'the CIPC' is an organ of state whose mandate is:

- Registration of Companies, Co-operatives and Intellectual Property Rights and maintenance thereof;
- Disclosure of Information on its register;
- Promotion of education and awareness of Company and Intellectual Property Law;
- Promotion of compliance with relevant legislation;
- Efficient and effective enforcement of relevant legislation;
- Monitoring compliance with and contraventions of financial reporting standards, and making recommendations thereto to Financial Reporting Standards Council (FRSC);
- Supervision of Collecting Societies in sound recordings
- Taxation of legal costs in Patent matters
- Licensing of Business rescue practitioners;
- Oversight role of Independent Review professional bodies;
- Report, research and advise Minister on matters of national policy relating to company and intellectual property law.
- CIPC would like to invite to service providers to submit proposals for the provision of Managed Print Services (MPS) for a period of 36 months.

#### 5. BACKGROUND

CIPC is a transaction based organization with identified high volume printing needs. The provision of Managed Print Services (MPS) by a service provider will ensure that printing demands are met and there is a constant and steady transaction flow to be able to meet customer needs.

- CIPC is constantly being driven to deliver more end user services as the demand for strategic business and productivity applications grows. Furthermore, end user expectations are increasing as they become more dependent on information systems to perform their jobs. The associated growth of demand for strategic business and productivity applications at CIPC as well as the general business growth has brought about a changing internal environment. The new internal environment is characterized by significant volume printing, faxing, scanning using printers, multi-functional printers (MFP) and scanners by CIPC employees in different divisions.
- The ICT Infrastructure Services division at CIPC is responsible for providing procurement advice to Supply Chain Management (SCM), management, maintenance and support of this internal environment, but with the growing needs of the business, the resources have become inadequate and insufficient in terms of human capital and finance.
- CIPC wants to optimise the financial implications and costs of managing infrastructure solutions such as printers and scanners because they could be "expensive" to purchase, manage, maintain and support. It is absolutely critical for CIPC

to refresh the printers and scanners every three (3) years in order to leverage the advantages of new and advanced technology to support the growth of CIPC business.

- Unexpected printer and scanner breakdowns are non-core to CIPC’s business and could result in operational complications and service delivery standards not being met by CIPC and its employees. This could have significant reputational and business continuity and service delivery risks for CIPC.

**CIPC printing requirements (Head Office and Sites);**

**Head Office:**

<b>Address:</b>	<b>Requirement:</b>
CIPC The DTI Campus Block F 77 Meintjies Street Pretoria 0002	A4/A3 Printer: 55 PPM (minimum) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 19
	A4/A3 Printer: 55 PPM (minimum) MFD: Scan, Copy, Print Simplex and Duplex Colour Quantity: 11
	A4 Printer: 55 PPM (minimum) – (desktop) MFD: Scan, Copy, Print Simplex and Duplex Colour Quantity: 1
	A4 Printer: 55 PPM (minimum) – (desktop) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 2

**Pretoria Site:**

<b>Address:</b>	<b>Requirement:</b>
CIPC Sancardia Shopping Centre 1st floor 541 Madiba Street Arcardia Pretoria 0002	A4/A3 Printer: 55 PPM (minimum) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1
	A4 Printer: 55 PPM (minimum) – (Desktop) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1



**Johannesburg Site:**

Address:	Requirement:
CIPC Talis House 17 Simmonds Street Cnr Main and Simmonds street Johannesburg 2000	A4/A3 Printer: 55 PPM (minimum) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1
	A4 Printer: 55 PPM (minimum) – (Desktop) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1

**Cape Town Site:**

Address:	Requirement:
CIPC Norton Rose House No. 8 Shop 3, Thibault Square Riebeeck Street Cape Town 8000	A4/A3 Printer: 55 PPM (minimum) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1
	A4 Printer: 55 PPM (minimum) – (Desktop) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1

**Durban Site:**

Address:	Requirement:
CIPC 1 Arundel Close Boulevard Kingsmead Office Park Durban 4001	
	A4 Printer: 55 PPM (minimum) – (Desktop) MFD: Scan, Copy, Print Simplex and Duplex Mono Quantity: 1

**NB:**

- I. In the occurrence that the site is [relocated to a new premises](#) within the said province, the successful bidder shall relocate the printer to the new location at its own cost.
- II. In the event there is a need to [decrease the number of printers](#) required (as per the TOR) due to operational and/or any other reason, CIPC reserves the right to do so: and appropriately must not be penalized in anyway whatsoever.
- III. [All exclusion](#) must be explicitly listed in the submissions for this Bid.
- IV. Do not quote for paper
- V. Where applicable the Bidder can propose different options in lieu of leasing, pay per print, etc...

CIPC printing requirements (HEAD OFFICE AND SITES);

## 6. PURPOSE

CIPC wishes to invite service providers with the necessary expertise, experience and accreditation (OEM partner service provider) to submit proposals for the provision of Managed Print Services (MPS) for CIPC Head Office and its remote sites for a period of 36 months.

**NB: Bidders should consider and highlight all omissions and exclusions that might affect the performance and or operability of the desired solution.**

## 7. SCOPE OF WORK

What CIPC requires;

CIPC Requirements Specification
<b>Printer Solution</b>
<ul style="list-style-type: none"><li>Assess CIPC environment together with CIPC ICT infrastructure team to determine the number, type, location and potential rationalisation of the printing devices/services and then design the location layout of these devices/services. The location layout will be updated as new printing devices are added or removed;</li><li>Provide new printers to CIPC on demand as per reviewed service usage reports;</li><li>Provide a costing model per page printed at CIPC. The costing model should not be an operating or financial lease; CIPC will only be procuring services from the successful bidder;</li><li>Provide username and password/PIN controlled printers with software that records all activities performed by an employee on the printer;</li><li>Design and implement the optimal document output environment and processes;</li><li>Develop an appropriate printing strategy for CIPC;</li><li>Provide the associated printing technologies “roadmap” for CIPC; and</li><li>Provide, install, manage and support all CIPC office printing devices - printers, copiers, scanners and fax-to-mail devices.</li></ul>
<b>Scanning Solution</b>
Assess CIPC environment together with CIPC ICT infrastructure team to determine the number, type, location and potential rationalisation of the scanning devices/services and then design the location layout of these devices/services. The location layout will be updated as new scanning devices are added or removed; It is estimated that initially there will be <u>Upfront</u> scanning of 10,500 pages per day and <u>Backend</u> scanning on demand 45,000 pages per day; Provide new scanners to CIPC on demand as per reviewed service usage reports;



Access to all the scanners must be username and password/PIN controlled;

- Develop an appropriate scanning strategy for CIPC;
- Provide the associated scanning technologies “roadmap” for CIPC; and

Provide, install and manage all CIPC scanning devices.

### Reporting software

The following reports must be produced daily, weekly, monthly and per annum:

Pages printed and associated costs by each division within CIPC;

Pages printed and associated costs by each employee of CIPC;

Pages printed and associated costs by the whole CIPC organisation;

Employee-to-device ratio;

Cost per page scanned, faxed, printed or emailed using Scanner or Multi-Functional Printer;

Pages scanned and associated costs by each division within CIPC; and

Pages scanned and associated costs by the whole CIPC organisation and additional reports as suggested and proposed by the service provider.

### Maintenance and support solution

On-site dispatched service – Mission critical devices must be replaced within 4 hours and non-critical devices within 24 hours;

Web-based assistance - Response must be within 2 hours after a call has been logged, and if the device cannot be fixed, then On-site dispatched service must be activated;

On call support – Response must be immediate, and if the device cannot be fixed, then On-site dispatched service must be activated; and

An SLA for the services provided to be entered into with CIPC

### Access Control Software

The Service Provider will provide the PIN/password and username controlled software that will be used to control, track, and record the utilization information of the printing and scanning devices. Each employee will have a unique username and PIN/password that is linked to the CIPC unit the employee belongs to. Each print performed by the employee, will be recorded on his/her “account” for the current month and also recorded on his/her unit’s “account” for the same.

### Helpdesk and Incident Management Software

The Service Provider (SP) will provide software that will be used to capture, track, monitor, resolve and escalate any problem reported with the equipment (printer, scanner, and workstation) deployed within the CIPC environment.

In addition or to support;

- Bidder to provide related consulting services, equipment, maintenance, support, parts, consumables and supplies;
- Bidder to provide their own hardware;
- CIPC to pay per-page charge for printing at an agreed rate;
- Minimum 3-years contract period - based on minimum monthly fees or sliding-scale per-page costs;
- Dedicated printer support;
- Value add to include:
  - copy centres,
  - document workflow,
  - optimization,
  - integration with CIPC systems e.g. AD etc.
  - document security,
  - automation,
  - reduced print volumes; and
  - Printer performance reporting.

### **Resource Capacity Requirements**

The following competencies and expertise are required for this role:

### **Exposure**

The bidder must be an accredited OEM partner

### **Experience**

The successful bidder must have minimum 5-years' experience in the provisioning of managed print services (MPS) within organisations with a minimum employee count of 500.

### **Qualifications**

As per OEM accreditation and certification



## Reporting

The contracted bidder's account manager will report to the Senior Manager: ICT Infrastructure. Progress meetings need to be conducted and progress reports submitted. Detailed reporting requirements will be included in the SLA, for example;

Monthly written reports will be submitted to the Senior Manager:

The progress reports shall contain at least the following:

- Incidents logged during the reporting period;
- Capacity reports;
- Utilization reports; and
- Any other relevant or additional issues/requirements

## 8. Contract and Duration:

The contract duration is for 36 months, A Service Level Agreement (SLA) will be entered into with the successful bidder. This will be subject to a 3-month termination notice for operational reasons and/or other contractual provisions.

- Support to include weekends (where applicable)
- Support to include public holidays (where applicable)
- Support to include Data Centre Migration and Refresh activities..

## 9. COSTING

- **Please refer to ANNEXURE A PAGE 20 for the details below on how pricing should be submitted**
- Prospective bidders must submit a bill of quantities clearly indicating the unit costs and any other costs applicable. The onus is upon the prospective bidders to take into account ***all costs for the duration of the contract period and to CLEARLY indicate the price***
- **Note: Service providers will be responsible for all costs e.g. Transportation for ALL activities associated with this bid. PLEASE NOTE: CIPC reserves the right to procure only selected components, firewall layers or services based on the solution proposed.**
- **NB The total price must be carried over to the pricing schedule and will be used to evaluate the bids. Prices must be firm for the duration of the project. PRICE CARRIED OVER TO SBD FORM 3.3 AND SBD FORM 1 MUST INCLUDE ALL COSTS FOR THE DURATION OF ALL PERIOD STATED ABOVE UNDER PRICING. FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY INVALIDATE THE BID.**

- **Pricing : NB: Please refer to Annexure A and provide a detailed price breakdown for all requirements of the TOR.**

Total Services (itemised bill), listed separately per year;	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
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- Bidders are required to quote CIPC on the below estimated printing usage for a period of three years.
- The following are current statistics/pages/print-outs over 36 months period for all printers within CIPC Head office and its Branches:

Description	Pages/Print-outs over 3 Years (Quantity)
A4 Black & White	3 600 000
A4 Color	360 000
A3 Black & White	3 600
A3 Color	3 600

- **NB: Usage cost must be included as part of the bid price.**

## 10. **SPECIAL CONDITIONS**

- The bidder must provide assurance/guarantee to the integrity and safe keeping of the information (that it will not amended/corrupted/distributed/permanently stored/copied by the service provider) for the duration of the contract and thereafter;
- CIPC reserves the right to negotiate with the successful bidder on price;
- Travel between the consultant's home, place of work to the **dti Campus** (CIPC) will not be for the account of CIPC, including any other disbursements unless agreed to in writing by CIPC prior to the expense being incurred;
- Government Procurement General Conditions of Contract (GCC) as issued by National Treasury will be applicable on all instances. The general conditions are available on the National Treasury website ([www.treasury.gov.za](http://www.treasury.gov.za));
- No advance payment will be made. Payment would be made in terms of the deliverables or other unless otherwise agreed upon by CIPC and the successful bidder. CIPC will pay within the prescribed period according to PFMA;
- The price quoted by the prospective service provider must include Value Added Tax (VAT);
- The successful bidder must at all times comply with CIPC's policies and procedures as well as maintain a high level of confidentiality of information;



- viii. The successful bidder must ensure that the information provided by CIPC during the contract period is not transferred/copied/corrupted/amended in whole or in part by or on behalf of another party;
- ix. Further, the successful bidder may not keep the provided information by way of storing/copy/transferring of such information internally or to another party in whole or part relating to companies and/or close corporation;
- x. As such all information, documents, programs and reports must be regarded as confidential and may not be made available to any unauthorized person or institution without the written consent of the Commissioner and/or his/her delegate;
- xi. The service provider will therefore be required to sign a Declaration of Secrecy with CIPC. At the end of the contract period or termination of the contract, all information provided by CIPC will become the property of CIPC and the service provider may not keep any copy /store/reproduce/sell/distribute the whole or any part of the information provided by CIPC unless authorized in terms of the Declaration of Secrecy;
- xii. The Service Provider (successful bidder) will be required to sign a Service Level Agreement with CIPC prior to the commencement of the contract; and
- xiii. Compliance with PFMA regulations in terms of the safeguarding of assets and adequate access control must be guaranteed. Assets include all infrastructure, software, documents, backup media and information that will be hosted at the Offsite ICT Recovery Site. These security measures must be specified in the SLA.
- xiv. As the commencement of this contract is of critical importance, it is imperative that the prospective Service Provider has resources that are available immediately. Failure to commence with this contract immediately from date of notification by CIPC could invalidate the prospective Service Provider's proposal.
- xv. The Service Provider shall be required to provide training & skills transfer for the services as per paragraph 3 of this document.
- xvi. Service Provider shall provide CIPC with all the license documentation that CIPC is entitled to as per the costing of the licenses.
- xvii. The Service Provider shall be required to provide training & skills transfer for the services as per paragraph 3 of this document.
- xviii. Bidders shall be subjected requested to demonstrate all claims made in the proposal.
- xix. The resources that a bidder supply will be subjected to an assessment results which will determine the suitability of the service provider to implement against the assignment of the ToR. Failure to provide suitable candidates will lead to cancellation of award of the tender.
- xx. CIPC reserves the right not to make this appointment.

## 11. EVALUATION PROCESS (Criteria)

The evaluation process will be done in accordance with the following criteria: Bids will be evaluated in accordance with the 80/20 preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000) as amended together with Preferential Procurement Regulations, 2022.

### 12.1. Evaluation (Phases)

The evaluation will be completed in 3 phases:

- Phase 1: Compliance to minimum requirements
- Phase 2: Functional Evaluation
- Phase 3: Pricing and Preferential Procurement policy

### 12.2. PHASE 1: COMPLIANCE TO MINIMUM REQUIREMENTS AND MANDATORY REQUIREMENTS

During Phase 1 all bidders will be evaluated to ensure compliance to minimum document requirements. Without limiting the generality of the CIPC's other critical requirements for this Bid, bidder(s) **must submit the documents** listed in the **Table** below. All documents must be completed and signed by the duly authorized representative of the prospective bidder(s). During this phase Bidders' response will be evaluated based on compliance with the listed administration and mandatory bid requirements. All bidders that comply with the minimum requirements will advance to Phase 2.

Item No	Document that must be submitted	Compliance provide ANSWER: Yes /No	Non-submission may result in disqualification
1.	Invitation to Bid – SBD 1		Complete and sign the supplied pro forma document.
2.	Tax Status – SBD1		a) Bidders must submit <b>Tax Clearance Certificate (TCC) PIN</b> b) <b>The TCS PIN</b> will be used for the verification of tax compliance status a Bidder
3.	Declaration of Interest –SBD 4		Complete and sign the supplied pro forma document.
4.	Preference Point Claim Form – SBD 6.1		Complete and sign the supplied pro forma document
5.	Declaration of Bidder's Past Supply Chain Management Practices – SBD 8		Complete and sign the supplied pro forma document.
6.	Certificate of Independent Bid Determination – SBD 9		Complete and sign the supplied pro forma document.
7.	Registration on Central Supplier Database (CSD) Note: <b>Important: The CSD will be used as our primary verification document to claim points for specific goals for this bid</b> • <b>It is compulsory to submit a CSD report for point verification</b>		The Service Provider is encouraged to be registered as a service provider on the Central Supplier Database (CSD). Visit <a href="https://secure.csd.gov.za/">https://secure.csd.gov.za/</a> to obtain your Vendor number. Submit PROOF of registration on the Central Supplier Database (CSD Report) <b>SUBMIT SUPPLIER UNIQUE REFERENCE NUMBER</b> <b>Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed</b>
8.	NB: Pricing Schedule: Compliance to <a href="#">PAGE 20 ANNEXURE "A"</a> REFER TO PAGE 5 TO 6  <b><u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u></b>		• Submit full details of the Price Proposal in a separate <b>SEALED</b> envelope. • Price must be carried over to <b>BOTH SBD 3.3 (Pricing Schedule) and SBD FORM1:</b> (Invitation for Bids). <i>The Total Bid Amount (<b>CEILING AMOUNT</b>) will be used for the evaluation of bids therefore it must be inclusive of all costs for the duration of the contract)</i> <b><u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u></b>
9	<b>IMPORTANT: SUBMISSION OF USB</b>  REFER TO PAGE 5 OF 22  BIDDERS TO READ AND UNDERSTAND THE CONDITIONS STATED IN PAGE 3 TO PAGE 6 OF THIS TOR  <b><u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u></b>		1. Bidders must submit a USB with their proposal- 1 copy of the original document 2. USB to be submitted in pdf format and to be read only 3. All documents to be signed and bidders initial each page 4. <b>Bidders must check that USB sticks open, are readable, and contain no blank pages, documents, or folders. Ensure that each folder created is numbered, and avoid clustering folders with many documents rather create separate folders.</b> 5. <b>NOT password</b> protected USBs allowed. Do not submit CDS 6. Bidders will be disqualified should the requirements mentioned on page 3 and 6 not complied with.  <b><u>FAILURE TO COMPLY WITH ALL REQUIREMENTS SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u></b>



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10	BIDDERS READ AND UNDERSTOOD THE CONDITIONS STATED IN PAGE 3 TO PAGE 6 OF THIS TOR		<p><b>BY SUBMITTING A PROPOSAL IT IS ASSUMED THAT THE BIDDER HAS READ AND UNDERSTOOD THE MANDATORY REQUIREMENTS AS STATED IN THIS TOR</b></p> <p><b><u>FAILURE TO COMPLY WITH THIS REQUIREMENT SHALL IMMEDIATELY DISQUALIFY A BIDDER.</u></b></p>
11.	<p>Bidders shall submit a letter from the OEM Certification/ Partner:</p> <ul style="list-style-type: none"> <li><b>The bidders must provide a letter from Solution Vendor Original Equipment Manufacturer (OEM) which indicates that they are accredited Product/Solution/Systems/Technology manufacturer /owner authorising the resale or support of the proposed Product/Solution/System/Technology .</b></li> <li>In the event that the bidder is the owner of the proposed Product/Solution/Systems/Technology, a letter must be attached for confirmation.</li> </ul> <p><b>FAILURE TO SUBMIT WILL RENDER YOUR BID BEING DISQUALIFIED</b></p>		<ol style="list-style-type: none"> <li><b><u>The letter or a testimonial or certification must be submitted in order to proceed to the next phase</u></b> (phase 2). Bidders to ensure that a letter/ testimonial /certification etc. addressing this requirement is attached.</li> <li>All bidders are required to comply with this requirement.</li> <li><b><u>Should there be no letter/ testimonial /certification etc attached the bid will immediately be disqualified.</u></b></li> <li>The letter/ testimonial /certification must be signed dated by authorized representative</li> <li>It should state expiry date or validity</li> </ol> <p><b>FAILURE TO SUBMIT WILL RENDER YOUR BID BEING DISQUALIFIED</b></p>

ALL BIDDERS THAT COMPLY WITH THE MINIMUM REQUIREMENTS WILL ADVANCE TO PHASE 2.

**12.3. PHASE 3: FUNCTIONAL EVALUATION AND COMPLIANCE TO SPECIFICATION**

All bidders that advance to Phase 3 will be evaluated by a panel to determine compliance to the functional requirements of the bid.

The functional evaluation will be rated out of 100 points and will be determined as follows:

No	EVALUATION CRITERIA	Rating					Weight
		1	2	3	4	5	
1.	<p>Demonstrated 5 year's experience in the provisioning of MPS solution. (Provide a minimum of three reference letters indicating the duration of the project with contactable references from clients)</p> <p><u>Ratings to be awarded as follows:</u></p> <p>1: No Reference Letters                      2: Two Reference Letters with less than 5 year's experience                      3: Three Reference Letters with 5 year's experience                      4: Four Reference Letters with 6 to 8 year's experience                      5: Five Reference Letters with greater than 8 year's experience</p>						30
2.	<p>Provide a list of completed projects in the provisioning of MPS solution – (minimum 3 references)</p> <p><u>Ratings to be awarded as follows:</u></p> <p>1 – No reference letters of completed projects.                      2 – Only two reference letters of completed projects.                      3 – Three reference letters of completed projects.                      4 – Four to Six reference letters of completed projects.                      5 – Seven to Ten reference letters of completed projects.</p>						40
3.	<p>Expertise/ Experience (3 years)/(OEM)qualifications of technicians to be assigned to the CIPC for the provisioning of managed print services (MPS) (CVs detailing competency of all personnel to be assigned to CIPC for all required services).</p> <p><b>Note: If a resource for whom a CV has been supplied is replaced with another, the alternate resource must have same experience, qualifications and certifications.</b></p> <p><u>Ratings to be awarded as follows:</u></p> <p>1 – No CV's submitted, no OEM certifications,                      2 – One CV submitted, with OEM certifications in the proposed solution.                      , less than 3 years experience.                      3 – Two CV's submitted with OEM certifications in the proposed solution with 3 years experience                      4 – Three CV's submitted with OEM certifications in the proposed solution with greater than 3 years experience                      5 – Four CV's submitted with OEM certifications in the proposed solution with greater than 5 years experience</p>						30
<b>Total</b>							<b>100</b>

- Note:**
- Functionality will count out of 100 points. Bidders must achieve a minimum score of **60 points out of 100** on the functionality evaluation to proceed to the next phase.
  - BIDDERS THAT ACHIEVE LESS THAN 60 POINTS ON FUNCTIONALITY WILL BE DISQUALIFIED FOR FURTHER EVALUATION**
- Managed Printing services “ToR”**



#### 9.4. PHASE 4: PRICING AND PREFERENTIAL PROCUREMENT POLICY

##### Preferential Procurement Policy

The bidders that have successfully progressed will be evaluated in accordance with the **80/20** preference point system contemplated in the Preferential Procurement Policy Framework Act (Act 5 of 2000) as amended together with Preferential Procurement Regulations, 2022

- In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/documentation stated in the conditions of this tender:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
<b>Total points for Price and SPECIFIC GOALS</b>	<b>100</b>

- Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed. **Note: The CSD report will be used as the primary verification document for this bid. It is therefore compulsory to submit the CSD report**
- 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

#	Specific goals allocated points	Means of verification and Required Evidence	Preference Points (80/20)
1	<b>HDI, Race are black persons (ownership)*</b> 100% black ownership = 10 points and based on percentage pro rata for black ownership less than 100% eg: 67% = 6.7 points	<ul style="list-style-type: none"> <li>B-BBEE Certificate</li> <li>CSD Registration report</li> <li>CIPC Company Registration</li> </ul> <p><i>Important the CSD will be used as our primary verification documents</i></p>	10
2	<b>Gender are women (ownership)*</b> 100% or more women ownership = 8 points and based on percentage pro rata for black ownership less than 100% eg: 50% = 4.0 points	<ul style="list-style-type: none"> <li>B-BBEE Certificate</li> <li>CSD Registration report</li> <li>CIPC Company Registration</li> </ul> <p><i>Important the CSD will be used as our primary verification documents</i></p>	8
3	<b>Disability are disabled persons (ownership)*</b> WHO disability guideline 100% ownership = 2 points and based on percentage pro rata for black ownership less than 100% eg: 50% = 1.0 points	<ul style="list-style-type: none"> <li>Confirmation of Disability Form as per SARS (ITRDD Form)</li> <li>Medical Certificate</li> </ul> <p><i>Important the CSD will be used as our primary verification documents</i></p>	2

**Important:** The CSD will be used as our primary verification document to claim points for specific goals for this bid

- It is compulsory to submit a CSD report for point verification
- Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed
- Provide fixed price quotation for the duration of the contract
- Cost must be VAT inclusive and quoted in South African Rand
- Costing should be aligned with the project activities / project phases

The bidder with the highest score will be recommended as the successful service provider.

## 12. ANNEXURE (“A”): BID PRICING SCHEDULE

PAGES 20 AND 21 TO BE INCLUDED IN THE PRICE FOLDER AS WELL AS IN THE SEALED PRICE ENVELOP TOGETHER WITH ALL OTHER PRICE DOCUMENTS AS LISTED BELOW: PRINT AND PLACE IN PRICE ENVELOP

**TABLE 1**

No	PRICING INSTRUCTIONS: BIDDERS TO COMPLY WITH ALL REQUIREMENTS
1.	<p><b>Applicable Currency:</b></p> <ul style="list-style-type: none"> <li>All prices shall be quoted in South African Rand.</li> </ul>
2.	<p><b>Completion of Pricing Schedule:</b></p> <ul style="list-style-type: none"> <li>Bidders shall complete the pricing schedule in full, inserting all the information required therein.</li> <li>In addition to the pricing schedule in this bid document, bidders may prepare a more detailed pricing schedule should they wish to do so, and include this in their pricing proposal, provided that such additional pricing schedule is in line with the deliverables on the CIPC issued pricing schedule.</li> </ul>
3.	<p><b>Applicability of Quoted Prices:</b></p> <ul style="list-style-type: none"> <li>All quoted prices must remain firm for the duration of the contract, unless stipulated otherwise in the special conditions of contract.</li> <li>The condition must be stated in SBD3.3 as well</li> </ul>
4.	<p><b>Total Bid Cost:</b></p> <ul style="list-style-type: none"> <li>Prices quoted must include all applicable taxes including VAT, less all unconditional discounts, plus all costs to deliver the services and/or goods.</li> <li>Note: Service providers will be responsible for all costs e.g. transportation for ALL activities associated with this bid. It is therefore the bidder’s responsibility to ensure that all costs are included in the price proposal submitted to CIPC</li> </ul>
5.	<p><b>Exchange Rate Fluctuations:</b></p> <ul style="list-style-type: none"> <li>Where imported goods or services are to be used, and pricing is subject to exchange rate fluctuations, the applicable foreign currency must be stipulated, as well as the <b><u>exchange rate at the time of bidding</u></b>.</li> <li>The portion of the bid price subject to exchange rate fluctuations must be stated in the pricing schedule- SBD 3.3</li> </ul>
6.	<p><b>Bid Price Calculation:</b></p> <ul style="list-style-type: none"> <li>Bidders to not that estimates of quantities are provided to allow for the calculation of a bid price that allows equal comparison between bidders.</li> </ul>
8.	<p><b>Applicable SBD Document to be included in the USB as well as sealed Pricing envelop</b></p> <ol style="list-style-type: none"> <li>THIS PRICING SCHEDULE ( ANNEXURE H (“A”)</li> <li>SDB 3.3: PRICING SCHEDULE</li> <li>SBD FORM 1: INVITATION TO BIDS FOR</li> <li>A BIDDER <b><u>MUST</u></b> ATTACH PRICE BREAKDOWN IN THE BIDDER’S COMPANY LETTERHEAD SIGNED BY AUTHORISED REPRESENTATIVE</li> </ol>

**FAILURE TO COMPLY WITH ALL THE ABOVE REQUIREMENTS FOR PRICING SHALL IMMEDIATELY INVALIDATE THE BID**

Prospective bidders must submit a bill of quantities clearly indicating the unit costs and any other costs applicable. The onus is upon the prospective bidders to take into account all costs for the duration of the contract and to CLEARLY indicate the price.

- Bidders are required to quote CIPC on the below estimated printing usage for a period of three years.
- The following are current statistics/pages/print-outs over 36 months period for all printers within CIPC Head office and its Branches:

Description	Pages/Print-outs over 3 Years (Quantity)
A4 Black & White	3 600 000
A4 Color	360 000
A3 Black & White	3 600
A3 Color	3 600

**NB: Usage cost must be included as part of the bid price.**



**TABLE 2 : BIDDER SHOULD FOLLOW THE FOLLOWING PRICING TABLE.**

**FORMAT FOR PRICE QUOTATION): TERM: 3 YEARS**

The suppliers must break down payment as per deliverable on the project plan. Reports are to be developed and presented per deliverable, e.g.

No	Activities	Unit Cost	Year 1 (R000)	Year 2 (R000)	Year 3 (R000)	Total (R000)
1.	Total Services (itemised bill), listed separately per year;					
2.	A4 Black & White					
3.	A4 Color					
4.	A3 Black & White					
5.	A3 Color					
6.	Implementation					
7.	Maintenance and Support.					
8.	ANY OTHER APPLICABLE OR ADDITIONAL ITEMS: Please provide details and costs for each item. Attach a detailed price breakdown					
9.						
10.						
11.						
12.						
13.						
14.						
15.						

**TOTAL COST FOR A PERIOD OF 3 YEARS**

	Year 1 (R000)	Year 2 (R000)	Year 3 (R000)	Total (R000)	
<b>Total Bid Cost over 3 years = (GRAND TOTAL OF TABLES ) inclusive of all costs for this bid</b>				Price VAT excl.	
<b>Ceiling price to be carried over to SBD 3.3 and form 1 for the duration of the contract.</b>				VAT	
<b><u>3 years</u></b>				TOTAL	
<b>THIS PRICE WILL BE USED FOR PRICE EVALUATION FOR TH BID</b>					

Note: Service providers will be responsible for all costs e.g. transportation for ALL activities associated with this bid.

- Provide fixed price quotation for the duration of the contract
- Cost must be VAT inclusive and quoted in South African Rand
- Costing should be aligned with the project activities / project phases

**PLEASE NOTE:** CIPC reserves the right to procure only selected services based on the solution proposed, e.g. CIPC may elect to acquire the installation and implementation from one supplier, and the ongoing support from another.

**FAILURE TO COMPLY WITH ALL THE ABOVE REQUIREMENTS FOR PRICING SHALL IMMEDIATELY INVALIDATE THE BID.**

**11. BRIEFING SESSION**

PLEASE NOTE THAT THERE IS AN OPTIONAL BRIEFING SESSION SCHEDULED FOR THIS.

<u>COMPULSORY</u> BRIEFING SESSION	NONE
<u>DATE:</u>	

**12. SUBMISSION OF PROPOSALS**

Sealed proposals will be received at the Tender Box at the Reception, 77 Mentjies Street, Sunnyside, **the DTI** campus, Block F.

**Proposals should be addressed to:**

Manager (Supply Chain Management)

Companies and Intellectual Property Registration Office

Block F, **the dtic** Campus, 77 Meintjies Street,

Sunnyside

PRETORIA

**13. ENQUIRIES**

**A. Supply Chain Enquiries**

Ms Ntombi Maqhula OR Mr Solomon Motshweni

Contact No: (012) 394 3971 /45344

E-mail: [Nmaqhula@cipc.co.za](mailto:Nmaqhula@cipc.co.za) OR [SMotshweni@cipc.co.za](mailto:SMotshweni@cipc.co.za)

**B. Technical Enquiries**

Mr. Anand Moopnar –: E-mail: [amooanar@cipc.co.za](mailto:amooanar@cipc.co.za)

Mr. Ofentse Habedi – E-mail : [Ohabedi@cipc.co.za](mailto:Ohabedi@cipc.co.za)

*Note: It is the bidder's responsibility to call CIPC if they have any questions that have not been answered via email, as the system may have flagged their email as spam.*

**14. DEADLINE FOR SUBMISSION**

**BIDS OPENING DATE: 18 APRIL 2024**

**BIDS CLOSING TIME: 11: 00 AM**

**BIDS CLOSING DATE: 21 MAY 2024**

**[BIDDERS MUST ENSURE THAT BIDS ARE DELIVERED IN TIME TO THE CORRECT ADDRESS. LATE PROPOSALS WILL NOT BE ACCEPTED FOR CONSIDERATION](#)**

**NB: IT IS THE PROSPECTIVE BIDDERS' RESPONSIBILITY TO OBTAIN BID DOCUMENTS IN TIME SO AS TO ENSURE THAT RESPONSES REACH CIPC, TIMEOUSLY. CIPC SHALL NOT BE HELD RESPONSIBLE FOR DELAYS IN THE POSTAL SERVICES AND BID DEPOSITED IN THE INCORRECT BID BOX**