



**LGSETA**  
CREATING GREATER IMPACT

47 van Buuren Road, Bedfordview 2007 P O Box 1964, Bedfordview 2008  
Telephone 011-456-8579 Facsimile 011-450-4948 Email info@lgseta.org.za Website www.lgseta.org.za

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## LOCAL GOVERNMENT EDUCATION AND TRAINING AUTHORITY

**Tender No : LGSETA/ICT/2016/22**

### **PROVISION OF MANAGED PRINT SERVICES FOR THE LGSETA HEAD OFFICE AND PROVINCIAL OFFICES**

#### **PROCUREMENT DOCUMENT**

08 December 2016

**Issued by:**

Local Government Sector Education and Training Authority  
(LGSETA)

**Submission address:**

1<sup>st</sup> Floor

47 Van Buuren Road

Bedfordview

2007

**Closing date:** 21 December 2016 **Closing time:** 12:00pm

**NB: Late submission will not be considered. Time as per LGSETA reception clock.**

Item	Description
1.	<p><b><u>Query</u></b></p> <p>I have a technical question regarding the tender for the multifunctional printers.  On the document you request to scan to Sharepoint.  Do you wanted to scan directly to Sharepoint (no intervention), or are you wanting the users to add metadata at the machine as they scan (more cost effective, but is time consuming)?  Are you making use of barcodes?  What type of documents are the users going to generally be scanning to Sharepoint?</p> <p><b><u>Response</u></b></p> <p>The MFDs should be able to scan directly to SharePoint (with no intervention) and also have an option for users to add metadata, that is, capable of scanning and doing (optical character reader, OCR) before sending the document to the designated document library. Currently we don't use barcodes, however this might be used in future. We will be scanning any type of document you can find in an organisation in order to store those documents in our document management solution will be based on SharePoint.</p>
2.	<p><b><u>Query</u></b></p> <p>Does LGSETA owns any printing machines</p> <p><b><u>Response</u></b></p> <p>Yes, we do. Should the need arise, LGSETA will require the appointed service provider to service or repair the machines</p>
3.	<p><b><u>Query</u></b></p> <ul style="list-style-type: none"> <li>• How many users do you have at each location?</li> <li>• How many years do you require the solution?</li> <li>• Please specify the network link/s between your locations? How are the sites linked and at what speeds?</li> <li>• What form of Authentication do you require (card, Pin, Username/password, Biometric, NFC or other)</li> <li>• Print Management reporting: Do you require reporting for Local printing, Network printing, Copying and Scanning/Faxing?</li> <li>• What O/S is running on your servers?</li> <li>• What O/S is running on your workstations?</li> <li>• Do you require mobile print?</li> <li>• If so for which O/S: I.O.S, Android, Microsoft and other?</li> </ul>

	<ul style="list-style-type: none"> <li>• If you feel that there is any further information that you feel is relevant that is not covered by the above questions, please advise us?</li> </ul> <p><b><u>Response</u></b></p> <ul style="list-style-type: none"> <li>• We have less than 100 users at Head Office (Bedfordview) and not more than 8 users in each provincial office.</li> <li>• The contract will be until 31 March 2018 with an option to renew further by twelve (12) months period (s)</li> <li>• The Provincial Offices are linked to HQ through a service provider's MPLS using 2 Mbps Diginet lines</li> <li>• PIN is the form of authentication currently being used.</li> <li>• Yes</li> <li>• We have a hybrid environment with Windows Server 2003/2008/2012/2016</li> <li>• We have workstations running on Windows 7/8/8.1/10 and OS X</li> <li>• Yes we do require a mobile print.</li> <li>• iOS, Android and Microsoft</li> </ul>
	<p><b><u>Query</u></b></p> <p>On page 12 of 59 of the RFP document under the heading <b>CONTRACT PERIOD</b> you refer to "The lease/rental should include the maintenance and support of the equipment for a period until 31 March 2018as per the SETA licence. However, the contract has an option to renew further by twelve months (12) period (s)."</p> <p>Can you please advise how many months you would like us to price the contract at.</p> <p><b><u>Response</u></b></p> <p><b>The contract should be priced as per the SETA licence period, that is, until 31<sup>st</sup> March 2018</b></p>

**Addendum received by the Bidder and the contents thereof included in the proposal**

Signature(s)

\_\_\_\_\_

Name(s)

\_\_\_\_\_

\_\_\_\_\_ Date

Capacity

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
(Name of organization)

**“Please include a signed copy of the Addendum with the Bid Submission”**