

**RFI- 00008-2014**  
**REQUEST FOR INFORMATION FOR THE PROVISION OF A MANAGED PRINT SOLUTION FOR**  
**TELKOM**

Publish Date : 05 December 2014  
 Closing Date : **12 December 2014**  
 Time : **11H00 Am**  
 Contact Person : Gerald Msimanga  
 Telephone : 012 311 6814  
 E-mail : MsimanGD@Telkom.co.za  
 Document Cost : R50  
 Method of Payment : **Cash Only** for purchase at the Tender office. In the event of payment at a TDS (Telkom Direct Shop) the original proof of payment to be submitted on collection.

**Description:**

**RFI-00008-2014 FOR A MANAGED PRINT SOLUTION**

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**1. PRE-QUALIFICATION CRITERIA AND REQUIREMENTS (Phase 1)**

**1.1. RESPONDENTS WHO ARE MANAGED PRINT SERVICES PROVIDERS**

The questionnaire set out below, is the Pre-qualification questionnaire that pertains to Managed Print Service Providers. In order to be considered for participation in the next phase, a positive response to all "Yes/No" questions is required, as well as submission of all appropriate supporting documentation where requested.

| #               | RFI Response Criteria          | Question / Request  | Response / Supporting Documentation                         |                                |                                   |   |           |  |  |  |                         |
|-----------------|--------------------------------|---|---|--------------------------------|-----------------------------------|---|-----------|--|--|--|-------------------------|
| 1               | Geographical reach             | <p>1.1) Do you have capability to provide managed print services solutions in the locations below?</p> <p>Please indicate if you can provide Manage Print Services in the location as well as what approximate percentage of the service work effort would be provided by you as the respondent versus service work effort provided through contractual relationships with third parties.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #D3D3D3;">Telkom Location</th> <th style="background-color: #D3D3D3;">Can provide services? (Yes/No)</th> <th style="background-color: #D3D3D3;">% Services provided by respondent</th> <th style="background-color: #D3D3D3;">% Services provided by third party contracted by respondent</th> </tr> </thead> <tbody> <tr> <td>Centurion</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | Telkom Location   | Can provide services? (Yes/No) | % Services provided by respondent | % Services provided by third party contracted by respondent | Centurion |  |  |  | Provide completed table |
| Telkom Location | Can provide services? (Yes/No) | % Services provided by respondent   | % Services provided by third party contracted by respondent |                                |                                   |   |           |  |  |  |                         |
| Centurion       |                                |   |   |                                |                                   |   |           |  |  |  |                         |

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|   |               |  |  |  |  |                    |
|---|---------------|--|--|--|--|--------------------|
|   |               | Greater Johannesburg   |  |  |  |                    |
|   |               | Greater Pretoria   |  |  |  |                    |
|   |               | Cape Town  |  |  |  |                    |
|   |               | Durban   |  |  |  |                    |
|   |               | Bloemfontein   |  |  |  |                    |
|   |               | Port Elizabeth   |  |  |  |                    |
|   |               | George   |  |  |  |                    |
|   |               | Pinelands  |  |  |  |                    |
|   |               | Kimberley  |  |  |  |                    |
|   |               | East London  |  |  |  |                    |
|   |               | Krugersdorp  |  |  |  |                    |
|   |               | Derdepoort   |  |  |  |                    |
|   |               | Polokwane  |  |  |  |                    |
|   |               | Umhlanga rocks   |  |  |  |                    |
|   |               | Pietermaritzburg   |  |  |  |                    |
|   |               | Umbilo   |  |  |  |                    |
| 2 | Customer base | 2.1) Do you have at least one existing managed print services customer with at least 2000 print users using your solution?   |  |  |  | Yes / No           |
|   |               | 2.2) If yes, please provide a reference letter, in company letterhead, from a customer representative to whom you have rendered the services and giving an indication of the number of active print users supported.   |  |  |  | Customer reference |
|   |               | 2.3) Do you currently provide Managed Print Services solutions in at least 50 customer locations (addresses or buildings) in South Africa? Note: these locations do not all have to be with the same client. Multiple buildings at the same address should be treated as one location. |  |  |  | Yes/No             |
|   |               | 2.4) Do you currently provide Managed Print Services solutions in a single location in South Africa where there are more than 500 active print users utilising your solution ?   |  |  |  | Yes/No             |
|   |               | 2.5) If, yes, please provide a reference letter, in company letterhead, from a customer representative to  |  |  |  | Customer reference |

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|          |                       |   |                    |
|----------|-----------------------|---|--------------------|
|          |                       | whom you have rendered the services and giving an indication of the location and that you are providing your solution to more than 500 active print users at that location.   |                    |
| <b>3</b> | Specific Capabilities | 3.0) Do you have the capability to provide an end-to-end managed print services solution including: <ul style="list-style-type: none"> <li>• Assessment, Design and Implementation of Fit for Purpose fleet</li> <li>• Procurement, Delivery, Installation and Decommissioning of hardware</li> <li>• Ongoing Fleet management including maintenance of machines and replenishment of consumables</li> <li>• Detailed reporting to support cost splitting, preventative maintenance and cost reduction</li> <li>• Support and troubleshooting services</li> <li>• Training and Change Management support</li> </ul> | Yes / No           |
|          |                       | If yes, please provide a reference letter, in company letterhead, from a customer representative to whom you have rendered such services, indicating which services were rendered.  | Customer reference |

### 2. Bid Document Collection

The bid document can be collected from the Telkom SA SOC Ltd Tender Office at the following address:

**Telkom Tender Office (below the overhead bridge)  
Lower ground floor of Telkom Tower South,  
179 Johannes Ramokhoase Street (formally known as Proes Street),  
PRETORIA CBD**

Contact Person: **Benji Ramatlakana**  
Contact details: **(012) 311 3364**