SCHEDULE OF QUESTIONS AND ANSWERS

BV947/2022 - SUPPLY, DELIVERY, INSTALLATION, CONFIGURATION AND MAINTENANCE OF NEW SERVER HOSTS AND STORAGE EQUIPMENT

NUMBER	QUESTION	ANSWER
1.	May we please have pages 84-87 (Item 9. Location of Multi-Functional Office Machines) as a work or Excel document?	Please see attached excel spreadsheet for the location of Multi-Functional Office Machines. Multi-functional machines location.xl
2.	b)　　　Tender item 3 and Tender item 8:　Coin box operated MF Devices:　Is it a requirement that all 12 these units provide secure printing services as well as coin operations?　These 2 functions are mutually exclusive as the secure print software will disable the use of the coin box.　Please clarify. Will the printers with coin boxes on only be used by the public or will there be shared use with staff as well?	Yes, both functions must be provided on the machines as they are being used by staff and public.
3.	Tender item 9 and Tender item 11:　Fax communication:　Are these 3 machines correctly scoped as requiring fax kits?　Please clarify	Yes, confirmed the 3 machines are scoped correctly. The fax functionality is a requirement for all 3.
4.	Tender Item 3.2 Page 61 refers:　Do the Breede Municipality printer environment currently employ a Managed Print Solution and if yes, please tell us which solution you currently employ?	No managed print solution is implemented on the current machines.
5.	Tender Special conditions, Item G, Page 63 Refers:　Do the current vendor of Print Services to the Breede Municipality currently employ a dedicated resource and is it a requirement of this tender?	Currently these no dedicated resource but the service provider must be appropriate with our SLA.

6.	Our previous item b) below refers: Please clarify the use of the coin box operated machines (quantity and locations below):	
	Will library visitors be able to print to these devices (as well as make copies) from a publicly used desktop or from a memory stick?	Yes
	Will Staff be able to use these same devices for copying and printing?	Yes
	Will the coin operated machines be on the same network as the staff using these machines?	Yes
7.	Tender document item 10.7 and 10.8: Please clarify the following: Item 10.7 refer to 'response time to calls logged' and item 10.8 does not. Does this clause refer to response to calls (1st line support from helpdesk) or does it refer to physical technician on site?	Item 10.8 response is indicated in the document:" two (2) hours response time for non-critical sites" . The response is from your 1st line helpdesk support and for the call to be resolved it has to be within 24hours for item 10.7 and 48hrs for item 10.8.
8.	Does the average copies per month (quantity) refer to PER MACHINE or FOR ALL MACHINES? Eg. Item 1: is it 23 machines @ 920 pages per month or is it 1 machine @ 920 pages per month?	Please refer on page 48 : 3. Technical Specification ,3.1 state as below: "Please note that the word "Highest" in the value of the Average Copies per month refers to the printer printing the highest number of copies per month over a period of 12 months. The word "Actual" in the value of the Average Copies per month refers to the average number of copies printed per month by all printers over a period of 12 months."
9.	The total amount of monthly averages equates to the same amount given as PER YEAR as indicated in the pricing summary on Page 80 (items 13. And 14.) Is the description of 'Average copies per year' correct or should it be '…. Per month'?	Its Average copies per year for all the machines copies.

MR. Z SOLOMON

DATE: 22 March 2022