



ESWATINI REVENUE AUTHORITY

**EXPRESSION OF INTEREST FOR
MANAGED PRINT SERVICES**

SRA 2019/018

ISSUANCE: 11-11-2019

CLOSING: 29-11-2019

INSTRUCTIONS TO SUPPLIERS

CONFIDENTIALITY

No part of this document may be disclosed verbally or in writing, including by reproduction, to any third party without the prior written consent of Eswatini Revenue Authority. This document, its associated appendices and any attachments remain the property of SRA and shall be returned upon request.



Table of Contents

1. INTRODUCTION.....	4
2. REQUIREMENT.....	4
3. EXPRESSION OF INTEREST PROCESS.....	5
4. INFORMATION TO BE SUBMITTED WITH EOI.....	5
5. NOTIFICATION TO SUCCESSFUL SUPPLIERS.....	6
6. SUBMISSION OF EXPRESSION OF INTEREST.....	6
7. GUIDELINES.....	7
8. DECLARATION.....	8
9. ANNEXURE.....	9



1. INTRODUCTION

The SRA has been in operation for a period slightly over 8 years now from its Inception on the 1st January 2011. A lot has been done towards building the Organization into a sustainable one and more is still being done. The SRA plays a significant role in revenue mobilization for the Country and as such the need to ensure its continued efficient and effective operation is critical.

2. REQUIREMENT

The SRA invites bidders to submit proposals for a Managed Print Solution, for the supply, maintenance and support of printers in all its offices across the country as listed in Annexure “B”. The proposal must include:

- Multi-function printers (of different capacity).
- Monitoring of the use of these printers to enable usage billing and reporting.
- A proactive monitoring of the solution with continuous service improvements during the term of the contract (reduce colour printing costs).
- Maintenance and support contract for the repair of the machines, provision for spares/ parts to be held on-site, and the provision for toner to be held on-site. The successful bidder will be required to provide on-site support for major offices and mission critical business units, with a mutually agreed upon SLA driven support structure.
- Technically the solution must enable users to securely and dynamically print to any printer throughout the various offices across the country.
- The printing solution must enable the SRA to have access to contingency printer stock, it must ensure continuous printing in areas deemed mission critical, and provide printers as the needs increase/decrease with the costing changing appropriately.
- Require a Transition plan from existing to new solution with no impact to business operations.

3. EXPRESSION OF INTEREST PROCESS

The objective of the expression of interest is to prequalify vendors for the provision of managed printing services with the SRA offices as mentioned above. Tender



will be conducted through an Expression of Interest (Eoi) procedures specified in the Swaziland Public Procurement Act, 2011 and policies laid down by the Eswatini Public Procurement Regulatory Agency (SPPRA).

4. INFORMATION TO BE SUBMITTED WITH EOI

Suppliers are to submit the Eoi Document and Forms completed in all respects. The Eoi document is to be kept intact, bound and listed as per the requirements mentioned in the Eoi. The full Eoi shall include the following documents:

- a. Business Profile with Three Trade References where similar work was undertaken
- b. An Original valid Tax Clearance Certificate**
- c. A valid certified copy of Trading License
- d. A current certified copy of Form J endorsed by the Registrar of Companies
- e. A current certified copy of Form C endorsed by the Registrar of Companies
- f. A certified copy of Certificate of Incorporation
- g. A certified copy of VAT Registration Certificate
- h. Certified Copies of National IDs of Company's Directors
- i. Police Clearance Certificates of Company Directors listed in Form J
- j. A current certified copy of Labour Compliance Certificate
- k. Declaration of Eligibility

5. NOTIFICATION TO SUCCESSFUL SUPPLIERS

SRA will notify the successful Suppliers (if any) of the acceptance of his proposal within the period of Eoi validity or any extended period of validity of Eoi, if applicable.



6. SUBMISSION OF EXPRESSION OF INTEREST

Proposals shall be valid for a period of 90 days after the deadline of EoI submission. Late proposals will be rejected. EoI opening will not be opened publicly.

Location of EoI Submission:

Completed documents must be placed in the Tender Box situated at the **Eswatini Revenue Authority Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road) before 12h00 Noon, on Friday, 29 November 2019.**

Alternatively, electronic documents can be submitted by email to procurement@sra.org.sz

No documents will be accepted after the closing time. The sealed envelope must be clearly marked:

Expression of Interest – Managed Print Services

EOI No: SRA 2019/018

Telegraphic, telephonic, telex, facsimile and late proposals will not be accepted. The SRA will accept no responsibility for the late delivery of proposals by courier services or any other means

7. GUIDELINES

7.1 The purpose of this document is to pre-qualify suppliers who wish to be considered for the provision of Managed Print Service to the SRA.

7.2 All bidders who wish to carry out the above-mentioned services for SRA must complete Section 1 to 3 below **(Annexure A)** in full.

7.3 Participation and/or completion of this pre-qualification stage by vendors shall not constitute an offer from SRA to provide the required services or a promise



- to enter into Contract(s) with the SRA. Nor will it obligate SRA in any way with regard to their final decision.
- 7.4 Failure to provide all the documentation and/or complete all requirements of this document at the time of submission shall invalidate this application.
- 7.5 Questions regarding this expression of interest shall be submitted by e-mail to the Procurement Office, email address: procurement@sra.org.sz. Verbal questions will NOT be accepted.
- 7.6 The details entered hereunder will be considered confidential.
- 7.7 SRA reserves the right to consult referees, clients or consultants, as entered in this pre-qualification document.
- 7.8 SRA reserves the right to require the vendor to produce evidence in support of all details entered herein.
- 7.9 SRA representative(s) may be required to visit the Company's premises to verify the details contained in this document. The vendor will allow SRA representatives to interview present and previous clients.



DECLARATION OF ELIGIBILITY

[The service provider must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of the Service Provider, Address, and Date>>>]

To: The Commissioner General, Eswatini Revenue Authority Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road), P.O Box 5628 Mbabane

Dear Sirs,

Re EoI Reference: **SRA 2019/018**

We hereby declare that: -

- (a) We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;
- (b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;
- (c) We have fulfilled our obligations to pay taxes and social security contributions;
- (d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and
- (e) We do not have a **conflict of interest** in relation to the procurement requirement.

Signed

Authorised Representative

Date



8. ANNEXURE A

Section 1: Company Information.

- 1.1 Company information
 - 1.1.1 Financial Proposal /Quote EOI Number - SRA 2019/018.
 - 1.1.2 Name of the company
 - 1.1.3 Registered Physical address
 - 1.1.4 Postal Address
 - 1.1.5 Telephone
 - 1.1.6 Email of contact persons Address
- 1.2 Company profile
 - 1.2.1 Brief company profile including date of Company Registration
 - 1.2.2 Associated companies (if any) or holding company
 - 1.2.3 Name and Full address, and contact numbers of Bank to whom SRA may make inquiries to verify the financial viability of the Company
 - 1.2.4 Copy of certified audited financial statements for the last 2 financial years.
- 1.3 Labour Strength
 - 1.3.1 Number of qualified technician available
 - 1.3.2 Number of vehicles available for support purposes

Section 2 – Track Record

- 2.1 Implementation of similar services done in last 5 years
 - 2.1.1 Name of Client
 - 2.1.2 Contract Period
 - 2.1.3 Contact persons
- 2.2 Contracts aborted (Failure to disclose this information may lead to cancellation of contract if awarded).
- 2.3 Referees (Preferably large organizations or institutions)
 - 2.3.1 Name of contact person
 - 2.3.2 Company / Organization
 - 2.3.3 Telephone Email address

Section 3 – Implementation Approach

- 3.1 Project Plan to rollout service across all SRA offices



9. ANNEXURE B

List of SRA offices

	Office	Monthly Usage	Recommended Quantities	
			Large	Medium
1	Ezulwini Head Office	65000	6	5
2	Mbabane Service Centre	7500	0	1
3	Manzini Service Centre	7500	0	1
4	Matsapha Tax Office	9000	0	1
5	Nhlangano Tax Office	2000	0	1
6	Siteki Service Centre	1000	0	1
7	Piggs Peak Service Centre	1000	0	1
8	Ngwenya Border Post	15000	1	0
9	Matsamo Border Post	3500	0	1
10	Mananga Border Post	3500	0	1
11	Lomahasha Border Post	5000	0	1
12	Mhlumeni Border Post	6000	0	1
13	Lavumisa Border Post	9000	0	1
14	Nsalitje Border Post	1000	0	1
15	Mahamba Border Post	5000	0	1
16	Gege Border Post	1000	0	1
17	Sicunusa Border Post	1500	0	1
18	Sandlane Border Post	1000	0	1
19	Matsapha Regional Office	3500	0	2
20	Matsapha ICD	2000	0	1
21	KM111 International Airport	2000	0	1
22	Ingcamu building	1500	0	1