INVITATION TO TENDER

Suitably qualified, experienced and fully registered entities are hereby invited to tender for the following services to Debswana Diamond Company (Pty) Ltd:

<table>
<thead>
<tr>
<th>No.</th>
<th>RFP No.</th>
<th>Description</th>
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<tr>
<td>1.</td>
<td>Doc461433457</td>
<td>Provision of Managed Print Services to Debswana Operations</td>
<td>Botswana Based Companies</td>
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To participate in the RFP, bidders are required to pay a non-refundable fee of P1,120.00 (inclusive of VAT) and send proof of payment by email to LMatebesi@debswana.bw indicating their interest to participate in the RFP. Bidders will then be invited to participate through SAP Ariba platform (see instructions below on how to register on SAP Ariba). The deadline for paying for the RFP and registering interest to participate is 07 August 2020.

Payment shall be made to;

Bank Name: Stanbic Bank
Account Name: Debswana Shared Services
Account Number: 906 000 129 5085
Branch: Fairgrounds

BRIEF

Debswana invites suitably qualified service providers with appropriate experience to provide outsourced Managed Print Services (MPS) across Debswana Operations - Head Office, Jwaneng and Orapa (including Damtshaa and Lethakane mines). The successful partner shall demonstrate experience in providing the required services on a large scale and the ability to provide on-site support and maintenance, with specific attention to the mining operations (i.e. Jwaneng, Orapa, Lethakane and Damtshaa Mines). Bidders shall demonstrate their ability to finance the procurement of all required Printing, Copying and Scanning devices and associated accessories required by Debswana. The detailed scope of services including the list of current devices supporting Debswana requirements (indicative only) is available for download at [http://www.debswana.com/Supply-Chain/Pages/Current-Public-Tenders.aspx](http://www.debswana.com/Supply-Chain/Pages/Current-Public-Tenders.aspx). Prospective bidders are urged to familiarise themselves with the extent of the scope before paying to participate RFP.

PRE-BID MEETING:

Prospective bidders are required to attend a Compulsory Pre-Bid Meeting in order to get more clarity on the scope of services and the conditions under which the services are to be executed. Bidders will also have an opportunity to ask questions on the scope of services.

Owing to the on-going COVID-19, pandemic, the Pre-Bid Meeting will be conducted via Microsoft Teams® platform in lieu of Site Visits. The invitation to participate in the Pre-Bid meeting will be sent to bidders who have registered their interest to participate as stated above. Below are details of the Pre-Bid Meeting:
**Tendering on Ariba**

Debswana has adopted SAP Ariba – an online bidding and supplier management solution for all its tendering and supplier registration requirements. Bidders who wish to participate in this tender will need to log onto SAP Ariba.

Tenderers will have to complete the following steps in the Debswana SAP Ariba platform:

**Part 1: Registering as a vendor on SAP Ariba**

To participate in any event on SAP Ariba, a supplier will need to be registered on SAP Ariba and have a valid SAP Ariba Network Supplier account and profile by following the steps below:

1. Go to Debswana SAP Ariba self-registration page: ([https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration/?realm=debswana](https://s1-eu.ariba.com/Sourcing/Main/ad/selfRegistration/?realm=debswana))
2. Initiate Account Registration
3. Complete account registration
4. Once you have a SAP Ariba Network Supplier Account and access credentials, proceed as per Part 2 below:

**Part 2: Indicating Interest to Participate in the RFP (for Ariba Registered Suppliers)**

1. Send proof of payment to L.Matebesi@debswana.bw
2. Debswana will invite you to participate in the RFP and you will receive an email from SAP Ariba with a link to the RFP

**Submission**

Bidders are required to submit their respective bids on or before the **28th of August 2020 at 16:00hrs** through the Debswana SAP Ariba platform as per the instructions to be provided in the RFP.

Offline proposals and proposals received via telephone, telex, email or facsimile will not be considered. Debswana reserves the right to accept or reject any tender and does not bind itself to accept the lowest or any portion of any tender.

Any enquiries please contact L. Matebesi at lmatebesi@debswana.bw

This tender notice can also be viewed at: [http://www.debswana.com/Supply-Chain/Pages/Current-Public-Tenders.aspx](http://www.debswana.com/Supply-Chain/Pages/Current-Public-Tenders.aspx)
Information Management

Managed Print Services (MPS)

Scope of Work for RFP

9th July 2020
## DEBSWANA DIAMOND COMPANY

### Managed Print Services (MPS)

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## INFORMATION MANAGEMENT

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<td>09-07-2020</td>
<td>Grace S. Machete</td>
<td>Initial Draft</td>
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EXECUTIVE SUMMARY

Printing is one of essential function/services provided by Information Management Department (IM) and a major cost component in the IM operations across Debswana. Information Management is therefore constantly looking for opportunities in reducing cost of ownership while improving the quality of printing service.

The IM department seeks a printing solution that will complement Debswana needs and employee requirements by reducing printing costs, improving productivity and generally enhancing the effectiveness of company’s print environment. The world is becoming technology savvy and more and more working smarter hence the solution expected

SCOPE OF SERVICES TO MATCH DEBSWANA NEEDS

Debswana requires a vendor that can provide Managed Print Services (MPS) which include printing equipment, supplies, preventive maintenance, parts and repair.

The MPS must be underpinned by the following key service differentiators at a minimum:

- Provide preventive maintenance and repair services including on-site, hands-on services, as well as remotely provided ones.
- Provide printer asset optimization.
- Provider to be well-represented in the geographical areas we operate, and be able to serve areas and support large, centralized sites as well as small, distributed offices where Debswana has operations i.e. Gaborone, Orapa & Jwaneng.
- Support the hours of service that Debswana requires and provide problem resolution times required under an agreed service level agreement (SLA).
- Vendor to actively help Debswana develop and promote printing and document-related policies.
- Vendor to provide timely, accurate, complete and easily understandable reports and bills for printing and services rendered.
- Vendor conduct regular meetings with Debswana (at least monthly), and have relevant business and technical experts in attendance.

PURPOSE OF THIS DOCUMENT

The RFP aim is for Debswana to enter into a partnership with vendors in the market to:

- Evaluate Managed Print Service options available to Debswana in the Botswana Market.
- Determine the cost associated with the options available to Debswana.
- Use the information supplied to build a business case in order to determine the TCO and sustainability of the various options.
- In case of a positive business case, allocate the final model decided upon for implementation to the most competitive respondent to this RFP.
The report described herein is agreed to by the Senior IM Managers from each operation. By signing this document, the senior managers give a mandate to proceed with the RFP as defined herein, and that this scope will address the immediate requirements for each operations printing environment.

<table>
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<th>Name</th>
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<td>Thabo Nkwe</td>
<td>Snr. IM Manager - IOR</td>
<td></td>
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<tr>
<td>Ludo Kenosi</td>
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<td>Tshepo Mokgethi</td>
<td>Snr. IM Manager - Orapa</td>
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<td>Kabo Phetlhu</td>
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<tr>
<td>Themba Giddie</td>
<td>Strategic Sourcing Manager</td>
<td></td>
<td>7/16/2020</td>
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</table>
SCOPE AND OBJECTIVES OF PROPOSAL

The geographic scope of the project covers a significant portion of Botswana. Debswana consists of various physical sites which will all be included in the requirements for this proposal. Geographically, Debswana has sites in Botswana at Gaborone, Jwaneng and Orapa:

<table>
<thead>
<tr>
<th>Site</th>
<th>Operations</th>
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<tbody>
<tr>
<td>Gaborone</td>
<td>Debswana Corporate Centre (DCC) Airport Road</td>
</tr>
<tr>
<td></td>
<td>Debswana Pension Fund – Main Mall</td>
</tr>
<tr>
<td>Jwaneng</td>
<td>Jwaneng Mine (Multiple Buildings inclusive of restricted areas).</td>
</tr>
<tr>
<td>Orapa</td>
<td>Orapa Mine (Multiple Buildings inclusive of restricted areas).</td>
</tr>
<tr>
<td></td>
<td>Lethakane mine (Multiple Buildings)</td>
</tr>
<tr>
<td></td>
<td>Damtshaa mine (Multiple Buildings)</td>
</tr>
</tbody>
</table>
Light vehicles in Orapa, Lethakane, Damtsha and Jwaneng are required to operate in restricted areas. To eliminate or minimise the risk of fatalities, injuries and incidents arising from work-related activities and for transporting people, the use of light vehicles is required to abide by Debswana safety standards.

A copy of the standard requirements can be obtained from Debswana:

**Standard Name:** LDV - Safety Features and specifications.
**Specifications Standard No.:** DST-EN-04

### MANAGED PRINT SERVICES (MPS)

#### Printer Optimization
- Focus on optimizing the centralized printing model. (standardization of the estate further, centralization of services and of improved redundancy).
- ALL printers must be provided with the appropriate supplies in a timely way and with minimal action on the part of Debswana users or IT organization.
- Adapt print services to specific circumstances and preference or redeploy underutilized equipment in locations where it is really needed as and when required.
- Add or remove printers as and when Debswana scales or changes its needs.
- Provide Debswana with a clear replacement strategy in terms of product life cycle management.
- Provide add-on value and convenience through services related to MPS e.g. secure printing, follow-me printing

#### Service Commitments (SLA)
- SLA to be proposed for all sites as part of the solution: Improving quality of service to above 90% on the SLA.
- Agree how help desk queries shall/will be handled from vendor own help desk to Debswana help desk once a problem has been identified as printer-related.
- Vendor to establish a clear matrix of roles and responsibilities versus Debswana responsibilities.
- Vendor to conduct regular meetings with Debswana (at least once a month) and have relevant business and technical experts in attendance.
- Assist Debswana with training and communications programs to help users understand and carry out office print-related goals i.e. face-to-face training provided with new services.
- Provide monthly reports
- SLA to be backed up by service credits

#### Billing
- Adopt or improve on current billing process: vendor must provide timely, accurate, complete and easily understandable bills for pages printed and services rendered.
Consolidated billing that is broken down by sites or departments, cost codes, and personal employee Id's.

Refine and/or improve/adapt or adjust as needed.

Indicate if possible how billing can integrate with SAP as this is Debswana current ERP system.

Vendor to resolve billing errors and disputes rapidly and with minimal problems.

Vendor to accommodate and dynamically work with Debswana considering current or future expectations to reduce print volumes.

Safety, Health & Environment (SHE)

Vendor must dispose printing equipment in an environmentally responsible way even for products purchased prior to the MPS engagement or was made by a different manufacturer (vendor to provide proof of disposal method upon request from Debswana)

Vendor to support Debswana green IT goals by identifying and implementing opportunities to reduce electrical power and paper consumption

SOLUTION

As part of the RFP response, Debswana would like the respondents to address the following requirements and scenarios in terms of a solution offering and costing the solution:

Option 1: Fully Outsourced (Multi Function, Desktop and Wide-Format Printers)

This is a solution fully owned and managed by the supplier, including a support and maintenance model from the supplier as part of the offer, with specific attention to the support model proposed for remote sites like Orapa and Jwaneng.

Costing for this solution to be done based on a variable cost model charged to the company based on page printed (including consumables used). In other words, a fully outsourced solution.

Option 2: Outsourced – Lease arrangement (Shredders)

Debswana leases equipment from supplier, Debswana leases shredder equipment from supplier inclusive of support and maintenance.

Costing for this solution to be done based on a fixed cost model for the equipment, and a variable cost charged to the company based on the number of machines provided.
Central printing office functionality

In addition to all of the above options, please propose a solution for a centralized, high-volume printing solution at each of the main sites where high-volume printing, binding, high-volume scanning, lamination, etc. can be offered to the business as a central walk-in service center.

Optional solutions requirements

Although this is currently optional, and Debswana recognizes these solutions as being specialized, if the respondent has solutions that will address the following requirements, please include these as proposals under this subheading, including costing indications.

- A scanning solution that can transfer medical information like x-rays into electronic format for archiving and on-line access by medical personnel.
- High-volume scanning solution that can transfer various types of paper documentation into electronic format for archiving and on-line access by the business.

Additional functionality

All of the proposed solutions to specifically address the following:

- Identify and document known and overlooked security threats in office printing so that they can be addressed.
  - Secure printing of sensitive information
- All printing solutions and equipment proposed as part of this solution to be fully SAP compliant, and all equipment specified to be fully SAP certified
- Remote printing
- Follow-me printing

ADDITIONAL INFORMATION REQUIRED AS PART OF THE SOLUTION OFFERING

- Fully articulated support and maintenance model.
- Where possible, business case examples to be provided for the proposed solutions in the following order of preference:
  - Similar solutions provided by your company to other customers (real world solutions).
  - General examples illustrating the potential benefits to Debswana for the solutions offered.
  - Benefits illustrated to include but not limited to:
    ✓ Potential cost saving.
    ✓ Optimization of business processes.
    ✓ Increased worker productivity and user satisfaction.

(All illustrated benefits to be accompanied by examples of real-world solutions offered to other customers for which similar solutions have been implemented.)

- If the respondent is not a Botswana registered company, please indicate how localization in terms of skills development and local business development will benefit if Debswana decides to purchase the solution from a non-Botswana based company
BUSINESS REQUIREMENTS/BENEFITS

The business requirements gathered from the various business units can be summarized as follows:

▪ Optimize the printing solution offered to the customer that will enable the following:
  o Cost effective solution for the company.
  o Secure printing facilities to protect sensitive information.
  o Multifunction capability (Copy, Scan fax and print on one device).
  o High Speed operation of the above functions.
  o Reliable solution offering optimized availability.
  o Supporting the SAP ERP system’s printing and scanning requirements.
  o Potential for flexible costing model, allowing costs to be allocated according to the actual amount of printing done (per page costs preferred).
  o Accounting capabilities to allow printing costs to be allocated to departments and individuals. This accounting facility to have the ability to integrate into the SAP financial and payroll environment for cost allocation to company cost codes or employee payroll deduction.
  o Outsourced solution with vendor resources on the ground to free Debswana resources from managing the printing environment, which will allow these resources to be utilized for other tasks.
  o Central (Walk-In) center at each of the operations to accommodate some of the following requirements:
    ▪ Bulk printing facilities.
    ▪ Bulk Scanning facilities.
    ▪ Bulk Copying facilities
    ▪ Binding facilities.
    ▪ Lamination Services.
    ▪ Specialized Printing facilities for printing/plotting up to A0 size print jobs.
    ▪ Ability to add other centralized functions as per business requirements as new requirements come to the fore.
  ▪ Sustainable solution.
  ▪ Guaranteed availability of printing facilities, including the possibility of print jobs automatically or as an option being re-routed to the central facility in case the local (in-building) facility is not available or over-subscribed.
  ▪ Follow Me: Ability to schedule a print job to be printed in Gaborone from for example Orapa, if a meeting is being held in Gaborone, and the meeting organiser does not want to carry lots of printouts with them. They can then pick the print job up in Gabs before the meeting on their arrival.
  ▪ Ability of the system to automatically delete print jobs from the print queues if it has not been released and collected within a specified amount of time.
  ▪ Consideration of buy-back for current printer installed base owned by outsourced provider as part of the offered solution.
  ▪ Monthly reporting incorporating ‘visual guilt’.

Ultimately, although cost reduction is certainly a driver for MPS, a balanced approach considering improving the quality of printing services also needs to be considered for the long term initiatives of outsourcing non-core and commodity services.
**DEBSWANA DIAMOND COMPANY**

<table>
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<tr>
<th>Managed Print Services (MPS)</th>
<th>Scope of Work for RFP</th>
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**INFORMATION MANAGEMENT**

**APPROACH AND METHODOLOGY**

- Debswana to issue this RFP to the industry players in the printing industry, receive confirmation of receipt and intention to respond from the various respondents.
- Arrange site visits to Gaborone, Jwaneng and Orapa. As part of this process, Debswana requires respondents to visit the various sites in order for the respondents to fully appreciate the challenges offered by the various remote sites.
  - All vendors are to arrange their own transport to the various sites.
  - All vendors are to supply the Person(s) Visiting’s Full Names, ID#/Passport#, Date of Birth, postal and physical addresses and contact details to Debswana in order to arrange access clearance to the sites
  - Confirmed dates and times will be communicated to respondents by each site representative.
- Receive responses to the RFP
- Evaluate RFP responses and the solution offered in these responses
- Decide upon the most effective solution offered that will fit the current and future Debswana business models.
- Create site specific rollout and project plan for each of the different sites after contract is agreed and signed.

**TECHNICAL QUERIES**

All Queries submitted in writing to:

Lere Matebesi  
Strategic Sourcing Specialist  
Office: +267 364 8095  
Fax: +267 367 8095  
E-Mail: matebesi@debswana.bw

**CURRENT EQUIPMENT INSTALLED BASE**

Please refer to Addendum A for the site’s current equipment lists which is currently owned by an Outsourced Printer Provider.

Note: vendors are to indicate as part of this tender the extent of their capability to support said devices.
CONCLUSION

This document serves the purpose of:

- Evaluating the printing solutions offered by vendors in the Botswana market.
- Comparing costs to the company for the various solutions on offer.
- Allowing Debswana to do an internal Business case to determine the most cost effective and business process optimized solution to be proposed to Debswana Management.
- To evaluate various companies in the market offering this service, and the capability they have in providing this type of solution in the Botswana market, with special attention being allocated to the support offered to remote sites like Orapa and Jwaneng.

Debswana reserves the right, after evaluating all the above solutions offered, to:

- Not allocate the business to anyone, and continue with the current model if this is deemed to be more appropriate for the company in the long run.
- To implement only portions or sub-sections of the solutions offered by a respondent if this is deemed to be more appropriate for the company in the long run.
- To ask respondents to offer a hybrid of the offered solutions, combining sections of different solutions into a new solution if this is deemed to be more appropriate for the company in the long run.
### DEBSWANA DIAMOND COMPANY

**Managed Print Services (MPS)**

**SCOPE OF WORK FOR RFP**

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### DEBSWANA CORPORATE CENTRE – GABORONE

### JWANENG MINE

### Addendum A – Site Current Equipment Lists

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Grace S. Machete (IM Analyst- CRM)
**ORAPA LETLHAKANE & DAMTSHAA MINES**

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