

REQUEST FOR TENDER

for

the appointment of a Service Provider to Design, Implement and Support an Efficient, Effective and Sufficient Enterprise Document and Records Management System for the South African National Biodiversity Institute (SANBI) for a period of three (3) years

**South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
South Africa**

Tender No: SANBI:IT401/2021

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1. Introduction and background

Since its inception SANBI has both created and inherited a large number of documents. These documents, both paper and electronic, are stored in various offices that are geographically spread across all 14 offices, in 9 provinces.

The existing method results in electronic documents not being easily accessible or lost. In addition to the requirement for digitisation, SANBI needs to comply with the National Archives and Records Service of South Africa Act (Act No.43 of 1996).

SANBI requires the services of an experienced Document and Records Management Service Provider to implement a digital solution that will enable the Institute to effectively manage electronic data in various ways and promote efficiency in the collection, filing, storage, archiving and retrieval of data. This will be done in phases, implementation of the solution, and digitization of records, and should include comprehensive end user training on the solution.

2. Invitation to tender

Prospective Service Providers are hereby invited to submit a proposal for the Design, Implementation and Support of an Efficient, Effective and Sufficient Enterprise Document and Records Management System for SANBI for a period of three (3) years.

The tender process will be co-ordinated by SANBI's Supply Chain Management (SCM) department, contactable at the following address:

Deputy Director: Supply Chain Management
The South African National Biodiversity Institute (SANBI)
Private Bag X101
Silverton
0184
Email: sanbi.tenders@sanbi.org.za

The tender closes on 15 October 2021 at 11:00.

3. Compulsory briefing session

SANBI is committed to the health and safety of all bidders and staff members and reducing the spread of COVID-19. Therefore, a virtual compulsory briefing session will take place on 27 September 2021 from 9:00 to 10:30 on Microsoft Teams. One representative per service provider will be allowed to attend this virtual scheduled compulsory briefing session.

Bidders who wish to attend the virtual compulsory briefing session are advised to make a booking by providing their e-mail address to the following e-mail:

sanbi.tenders@sanbi.org.za with the tender no (SANBI:IT401/2021) as the subject line by 16:00 on 26 September 2021.

Bidders may direct technical and bidding procedure enquiries to the email addresses below. All responses will be communicated via this tender's advertisement webpage on the SANBI website at: www.sanbi.org

- For bidding procedure enquires: sanbi.tenders@sanbi.org.za
- For technical enquires: f.richards@sanbi.org.za

SANBI will not respond to any questions or requests for clarification if received after 01 October 2021. All questions submitted by prospective bidders and responses to these questions by SANBI will be forwarded to all bidders who attended the compulsory briefing session.

4. Scope of work

SANBI requires the services of an experienced Document and Records Management Service Provider to implement a digital solution. This will be done in phases, implementation of the solution, and digitization of records, and should include comprehensive end user training on the solution.

The appointed Service Provider will be required to design, implement and support an efficient, effective and sufficient enterprise document and records management system (EDRMS) in accordance with the full scope defined in the Business Requirements Specification (**Annexure A**).

The Service Provider must ensure that the EDRMS is installed with the the latest version of the EDMRS software to SANBI technology standards (Microsoft SQL Server 2019, Windows Server 2019, MS O365).

The Service Provider must ensure integration of third-party tools/systems to enable the required functionality as defined in the Business Requirements Specification (**Annexure A**).

The Service Provider must migrate existing SANBI content on SANBI infrastructure into the EDRMS.

The Service Provider must provide a proposed solution architecture, project and solution implementation methodology.

The Service provider must ensure all security and backup and recovery requirements are implemented as defined in the Business Requirements Specification (**Annexure A**).

The Service Provider must provide technical maintenance, configuration and support of the EDRMS for a period of three (3) years in accordance with an agreed Service Level Agreement.

4.1 Requirements of the Service Provider

The successful Service Provider is required to comply with all acceptance criteria indicated in **Appendix A** of the Business Requirements Specification.

The successful Service Provider is required to complete the table provided in **Appendix A** of the Business Requirements Specification.

The successful Service Provider is required to ensure compliance with the metadata requirements provided in **Appendix B** of the Business Requirements Specification.

4.2 Deliverables and timeframes

The Service Provider will be appointed for a three (3) year period, commencing in December 2021. The Service Provider must be able to deliver on the scope of work and meet all the requirements in this Request For Tender (RFT). The Service Provider will be required to provide reports on the milestones reflected in the table below:

Milestones	Deliverables
Milestone One	System Architecture and Design, Implementation Roadmap, Methodology and Project Plan
Milestone Two	EDRMS software installation, hardware installations and workflow configurations
Milestone Three	Scanning, digitisation and configuration of SANBI records and documents
Milestone Four	Change Management (Administrator/Training, End user training)

5. Requirements for Proposals

5.1 Mandatory Documents Required

Each submission must include the following **(failure to provide below documentation will result in the tender being rejected)**:

- A certified copy or original valid B-BBEE Status Level Certificate or sworn affidavit.
- Note that for this tender, the following pre-qualification criterion for preferential procurement will be applied: Section 4(1) (a) a Tenderer having a B-BBEE status level of contributor Level 1 plus Section 4(1) (c) (i) sub-contracting 30% of an EME or QSE which is at least 51% owned by black people.

- Advise on how you will achieve Compliance with the National Archives and Records Service Act of South Africa (Act No.43 of 1996).
- A letter of Good Standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases Act (COIDA), if applicable. The letter should be issued by the Department of Labour.
- A copy of the Central Suppliers Database (CSD) registration report.
- Fully completed SBD forms.
- Pricing details (see Annexure B). **The pricing details must only be included in the 'original' document as per the section on submission below. Inclusion of pricing in the electronic copy delivered on a USB will result in the tender being rejected (see Section 7).**
- UIF compliance demonstrated by submission of one of the following:
 - A valid copy of the UIF Letter of Compliance issued by the Department of Labour, or
 - Labour uFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
 - SARS eFiling Employer Statement of Account indicating UIF payments or accruals not older than 12 months, or
 - Valid proof of exemption for UIF.

5.2 Details Required in the Proposal

The proposal must include the following:

- Provide detailed project plan, on all activities and tasks to complete the project.
- Provide the migration approach for content for the proposed solution, from current document storage to proposed solution.
- Explain how integration will be done into line of Business Applications.
- Explain how the proposed solution will implement electronic document management: creation, management, and sharing of electronic documents, allowing for storage, retrieval, tracking, and administration of documents.
- Provide a roadmap for deploying additional functionalities as users become more knowledgeable and document management adoption matures within SANBI.
- Explain how the solution will handle Records management: Creation, distribution, maintenance, usage, archiving and governance of electronic and paper records meeting regulatory and compliance requirements, and ability to synchronize retention and disposition rules with classifications.
- Advise on how technical and non-technical training and skills transfer will be executed.

Note: Annexure C should be utilised as a template for completion

6. Pricing

- All proposals to include VAT and SANBI will assume that all pricing received is VAT inclusive and in South African (ZAR).
- All pricing will be final and binding.

- All pricing supplied in the Terms of Reference responses shall remain valid for a period of four (4) calendar months (120) days.

7. Submission

This is a two-envelope tender process. Service Providers are to submit **one (1) pack** of original proposals, marked “ORIGINAL” in an envelope, with pricing included, and **one (1) electronic copy on a USB**, marked “COPY” in a second envelope. The electronic copy on the USB must exclude pricing details.

Financial and pricing details must only be included in the pack marked “ORIGINAL”.

NB. Failure to submit:

- one pack of original documents with pricing included; and
- one electronic copy on a USB without pricing data

in the prescribed manner WILL lead to the bid being disqualified.

Tenders can be submitted in the tender box located in the reception area of the Biodiversity Centre Building at the Pretoria National Botanical Garden, 2 Cussonia Avenue, Brummeria, Pretoria, during office hours before the tender closing date and time.

Normal office hours are from 08:00 to 16:00 daily. E-mailed and faxed submissions will not be accepted. Late submissions will be disqualified.

8. Evaluation criteria

In accordance with the National Treasury Instruction Note on the Amended Guidelines in Respect of Bids that include Functionality as a Criterion for Evaluation (issued 3 September 2010), this bid will be evaluated in two stages:

The first stage will evaluate functionality according to the criteria listed in the table below.

Capability Evaluation Criteria	Weight**
Overall Approach • Provide detailed project plan, on all activities and tasks to complete the project • Explain how integration will be done into line of Business Applications	20 (10) (10)
Understanding of the Business Specification Requirements • Provide the migration approach for content for the proposed solution, from current document storage to proposed solution. • Explain how the proposed solution will implement electronic document management: creation, management, and sharing of electronic documents, allowing for storage, retrieval, tracking, and administration of documents.	40 (10) (10)

Regulations, 2017 pertaining to the Preferential Procurement Policy Framework Act (No. 5 of 2000), the 80/20 point system will be applied in evaluating proposals that qualify for further consideration, where price constitutes 80 points and a maximum of 20 points will be awarded based on the bidder's B-BBEE Status Level Certificate.

9. Contract period

The appointment is anticipated to be for a period of three (3) years, potentially commencing in December 2021. The contractual appointment period will be as stipulated in the Independent Contract Agreement and Service Level Agreement.

10. General Safety, Health and Environmental requirements

All Service Providers entering into a contract with the South African National Biodiversity Institute (SANBI) shall, as a minimum, comply with the following requirements if applicable:

- The Compensation for Occupational Injuries & Diseases Act (Act 130 of 1996): The Service Providers will be required to submit a letter of good standing from the office of the Compensation Commissioner as required by the Compensation for Occupational Injuries and Diseases, if applicable. The letter should be issued by the Department of Labour.
- A current, up-to-date copy of the Compensation for Occupational Injury and Diseases Act (COIDA) shall be available on site at all times.
- National Environmental Management Act (Act No. 107 of 1998).
- The South African National Biodiversity Institute Health and Safety specification and relevant policies.

11. General

- All documents submitted in the response to this RFT must be written in English.
- Potential Service Providers should not assume that information and/or documents previously supplied to SANBI, at any time prior to this RFT, will be considered, and they shall not make reference to such information and/or documentation in their response to the RFT.
- The appointment of a successful Service Provider will be subject to all parties agreeing to mutually acceptable contractual Terms and Conditions. The preferred form of contract for the professional services as per this RFT will be the Independent Contract Agreement.
- The Independent Contract Agreement will be drawn up between SANBI and the Service Provider.
- Invoices will be paid for deliverables received as agreed in the Independent Contract Agreement.
- Any or all information made available to the Service Provider by SANBI will be regarded as confidential and shall not be made available to third parties without the prior written consent of SANBI.
- All reports must be in MS Office format (Word or Excel preferred) and electronic versions of all reports must be submitted.

SANBI reserves the right:

- To verify any information supplied in the tender submission;
- To not appoint any Service Provider;
- To cancel or withdraw this tender at any time without attracting any penalties or liabilities;
- To have the final say in the appointment of the Service Provider and that this will be binding;
- To disqualify a tender or cancel any subsequent contracts should it be found that:
 - Information was omitted that should have been disclosed
 - Factually inaccurate information was provided and/or
 - That a misrepresentation of facts has occurred.

SANBI shall not be held liable for any cost that has been incurred by the Service Provider in the preparation of the proposal, the obtaining of certificates or any other cost that might be incurred in submitting the proposal.

- The tender process will be coordinated by SANBI's Supply Chain Management (SCM) department, contactable at the following email address:
sanbi.tenders@sanbi.org.za
- Tender documents will only be available online on the SANBI website
www.sanbi.org

11.1 Fraud and Corruption

- Any effort by a Bidder to influence the bid evaluation, bid comparisons or bid award decisions in any matter, may result in rejection of the bid concerned.
- SANBI shall reject a submission if the Bidder has committed a proven corrupt or fraudulent act, or any other improper conduct in bidding for any other work.
- SANBI may disregard any submission if that Bidder, or any of its directors -
- have abused the Supply Chain Management (SCM) system of any Government Department/ institution;
- have committed proven fraud, corruption or any other improper conduct in relation to such system;
- have failed to perform on any previous contract and the proof thereof exists; and/or
- is restricted from doing business with the public sector if such a bidder obtained preferences fraudulently or if such bidder failed to perform on a contract based on the specific goals.

12. Annexure B: Pricing schedule

	Cost	VAT
Milestone One	R	R
System architecture and design, Implementation Roadmap, Methodology and Project Plan in consideration of the Business Requirement Specification (Annexure A).		
The project plan should also include content migration to the proposed solution		
Development of a NARSSA approved file plan		
Development of a retention schedule		
Development of a records management policy		
Development of user records management procedures (in addition to system procedures)		
Review of registry procedures		
Scanning per million pages (unit price) or part thereof,		
Migration of electronic records per terrabyte		
Milestone Two	R	R
EDRMS software, hardware installations and workflow configurations as defined in the Business Requirement Specification (Annexure A)		
Milestone Three	R	R
Scanning, Digitisation and configuration of SANBI records as defined in the Business Requirement Specification (Annexure A)		

Milestone Four	R	R
Change Management		
(Administrator/Training, End user training) as defined in the Business Requirement Specification (Annexure A)		
Please quote per user for training and licenses		
Maintenance and Support Costs Year 1 (Rate per Hour)	R	R
Maintenance and Support Costs Year 2 (Rate per Hour)	R	R
Maintenance and Support Costs Year 3 (Rate per Hour)	R	R
Total Solution Costs		
Total Vat		
Total Costs		

13. Annexure C: Experience

	References			
Item	1	2	3	4
Project title				
Name of Service Provider				
Role of Service Provider				
Client name				
Contract value				
Start and end dates				
Challenges, if any				
Contact details of a referee from the client organisation				
Number of systems migrated or deployed				
Number of current users of the solution				
If relevant to the entire project indicate to which section of work this reference is applicable				
Brief project description (maximum 300 words)				

Note: References of at least **four (4) current or recent clients** for which similar work has been done in the **last five (5) years** must be provided.