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:IT421/2022
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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 17 August 2022 at 11:00.
3. **Compulsory briefing session**

A virtual compulsory briefing session will take place on 03 August 2022 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 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](http://www.sanbi.org)

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

SANBI will not respond to any questions or requests for clarification if received after 05 August 2022. 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 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:

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

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: Tenderer having a B-BBEE status level of contributor Level 1.
• Solution or OEM Certificate of Compliance with NARSA or US DOD 5015.2, ISO 15489.
• 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 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.
• Provide training for technical staff and end users.

**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 must 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.

<table>
<thead>
<tr>
<th>Capability Evaluation Criteria</th>
<th>Weight**</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Approach</strong></td>
<td></td>
</tr>
<tr>
<td>• Provide detailed project plan, on all activities and tasks to</td>
<td></td>
</tr>
<tr>
<td>complete the project</td>
<td>20</td>
</tr>
<tr>
<td>• Explain how integration will be done into line of Business</td>
<td></td>
</tr>
<tr>
<td>Applications</td>
<td></td>
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<tr>
<td></td>
<td>(10)</td>
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<tr>
<td></td>
<td>(10)</td>
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<tr>
<td><strong>Understanding of the Business Specification Requirements</strong></td>
<td></td>
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<tr>
<td>• Provide the migration approach for content for the proposed</td>
<td>40</td>
</tr>
<tr>
<td>solution, from current document storage to proposed solution.</td>
<td></td>
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<tr>
<td>• Explain how the proposed solution will implement electronic</td>
<td></td>
</tr>
<tr>
<td>document management: creation, management, and sharing</td>
<td></td>
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<tr>
<td>of electronic documents, allowing for storage, retrieval,</td>
<td></td>
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<tr>
<td>tracking, and administration of documents.</td>
<td></td>
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<tr>
<td></td>
<td>(10)</td>
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<tr>
<td></td>
<td>(10)</td>
</tr>
</tbody>
</table>
• A roadmap for deploying additional functionalities as users become more knowledgeable and document management adoption matures within SANBI.

• 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.

• Training Approach and Plan

<table>
<thead>
<tr>
<th>Capacity</th>
<th>20</th>
</tr>
</thead>
</table>

The service provider should demonstrate the ability to carry out the work required. Adequate resources should be assigned for the timeous completion of the project.

- Company Profile. The bidder(s) must include a company profile detailing: Company registration documents (proof of ownership/shareholding certificate). Also provide an organogram of the team allocated to the project.
- List of all available resources to be assigned i.e. CVs of personnel together with proof of their relevant certification in document management solutions. The CVs should include details of experience of implementing document and records management and document management systems in the Public Sector document and records management and document management systems in the Public Sector

<table>
<thead>
<tr>
<th>Experience (Overall track record)</th>
<th>20</th>
</tr>
</thead>
</table>

- Quality of references for four relevant current or recent clients, within the last five years, for which similar work has been conducted
- Ability to undertake the work, through reference to the scope and scale of similar work done for past and present clients within the last five years

** TOTAL **

100

** Service Providers who fail to score a minimum of 70 points out of a possible 100 points on functionality criteria will not be eligible for further consideration.**

** Sufficient information must be provided to allow the Bid Evaluation Committee to evaluate bids against these functionality criteria.**

The second stage will evaluate the price and preference points of those bids that meet the minimum threshold for functionality. In accordance with the Preferential Procurement
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 1 January 2023. 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.

11. **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.
- The 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.
- The 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. **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.
## Annexure B: Pricing schedule

<table>
<thead>
<tr>
<th>Milestone One</th>
<th>Cost</th>
<th>VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>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, Full enablement of an EDRMS that allows SANBI users the ability to: Full enablement of an EDRMS that allows SANBI users ability to: Create, retrieve, manage, publish, collaborate and archive SANBI documents as defined in the Business Requirement Specification (Annexure A) All identified legal, operational and business requirements have been met as defined in the Business Requirement Specification (Annexure A)</td>
<td>R</td>
<td>R</td>
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</tbody>
</table>

## Milestone Two

EDRMS software, hardware installations and workflow configurations as defined in the Business Requirement Specification (Annexure A)

<table>
<thead>
<tr>
<th>Milestone Three</th>
<th>Cost</th>
<th>VAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scanning, Digitisation and configuration of SANBI records as defined in the Business Requirement Specification (Annexure A)</td>
<td>R</td>
<td>R</td>
</tr>
</tbody>
</table>
### Milestone Four

Change Management

Training
(Administrator/Training, End user training) as defined in the Business Requirement Specification (Annexure A)

**Please quote per user for training**

| Procurement of new licences and Maintenance and Support Costs | 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 | |

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### Annexure C: Experience

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