

# **TERMS OF REFERENCE FOR THE APPOINTMENT OF DOCUMENT MANAGEMENT SERVICE PROVIDERS TO PROVIDE OFF-SITE STORAGE FACILITIES AND TO RENDER DOCUMENT MANAGEMENT SERVICES FOR THE DEPARTMENT OF ENERGY (DoE) FOR A PERIOD OF THIRTY SIX (36) MONTHS**

## **1. PURPOSE OF THE ASSIGNMENT**

- 1.1 The purpose of the assignment is to appoint Document Management service provider to provide off-site storage facilities and to render document management services for DoE in line with the provisions of the National Archives Act 43 of 1996 for a period of thirty six 36 months.

## **2. BACKGROUND**

- 2.2 The Department of Energy is committed to ensure a safe and secure document management services in line with the provisions of the National Archives Act, 43 of 1996.
- 2.3 DoE have documents which need to be stored in a safe and secure environment and to be retrieved when the need arises.
- 2.4 Document Management service providers are requested to submit their proposals for the above-mentioned facilities and services for consideration.

## **3. SCOPE OF WORK AND DELIVERABLES**

- 3.1 Service providers are invited to provide off-site storage of minimum 100m<sup>2</sup> for storing estimated 1000 boxes of documents (size of box 250x430x325mm containing 10 files per box) and to render document management services as per the following scope of work:

- 3.1.1 Off-site storage and document management services that includes onsite file management, image processing, data protection, data backup and paper management, document management and confidential records destruction;
- 3.1.2 Service provider should be able to provide packaging boxes, stationery and consumables and staff to render labelling and indexing services before records are removed from DoE;
- 3.1.3 Service provider should be able to collect documents from the DoE to the off-site storage and back in a secure transport/delivery facilities when the need arises;
- 3.1.4 Turnaround time for delivery of retrieved documents should be within 48 hours;
- 3.1.5 Service provider should be able to provide reports such as documents due for destruction, Storage destruction list, information of the take on date, retention period, and future destruction date and other relevant reports that the service provider's system may provide;
- 3.1.6 Service provider should be able to destroy documents which are due for disposal in line with the disposal of documents policies and procedures upon request by the Department and issue the Disposal Certificate;
- 3.1.7 Service provider should provide basic training on onsite file management, image processing, data protection, backup and paper management, document management (archiving of documents), labelling and indexing of boxes as well as document disposal to seven (7) DoE officials. Training programme should be attached
- 3.1.8 Service provider should attach a list of detailed Bills of Quantities which is costed per item and summery of totals for monthly cost and overall cost for a period of thirty (36) months.

#### **4 DELIVERABLES**

- 4.1 The successful bidder is required to off-site storage facilities and to render document management services for DoE in line with the provisions of the National Archives Act 43 of 1996 for a period of thirty six (36) months.

- 4.2 Document management services required, amongst other things includes, onsite file management, image processing, data protection, backup and paper management, document management, labelling and indexing of boxes as well as document disposal.

## **5. REQUIREMENTS**

### **5.1 Functional requirements**

- 5.1.1 The off-site storage facilities should be located within 70km radius from DoE office;
- 5.1.2 The off-site storage facilities should be accommodated in a secure, access controlled systems site which is protected with electric fencing and is patrolled 24/7;
- 5.1.3 The storage facilities should be equipped with climate controlled facilities which can prevent degradation of records e.g. adequate ventilation and humidity control as well as pest and rodents control;
- 5.1.4 The storage facilities should comply with Occupational Health and Safety Standards (have fire prevention facilities that include sprinkler systems, smoke detectors and relevant fire extinguishers);
- 5.1.5 The service provider must have a minimum of 10 years experience in providing off-site storage and document management services for public services documents that includes services mentioned on paragraph 4.2 above.
- 5.1.6 The service provider must submit a minimum of five (5) reference letters from their clients (preferably government departments) which specify the type of service procured, period of contract, i.e. start date and end date. Letters must be on the company or Departmental letter head and must be signed by the responsible records manager, dated and including contactable details.

**Failure to attach certified copies on the above-requirements, bidders will forfeit points**

## **5.2 Security Clearance Requirements**

- 5.2.1 Service providers must attach their Security Clearance certificate in their proposal
- 5.2.2 DoE reserves the right to conduct another security clearance for selected bidders and service providers are required to attach copies of their company profile and copies of the ID/Passport of the Directors of the company for security clearance purpose
- 5.2.3 Appointment of the successful bidder will be subject to positive security clearance.

## **5.3 Site Inspections**

- 5.3.1 The Department reserves the right to conduct site visit for the selected bidders.

## **5.4 Skills transfer and Training programme**

- 5.4.1 Service provider should be able to transfer skills to DoE staff through provision of training on onsite file management, image processing, data protection, backup and paper management, document management (archiving of documents), labelling and indexing of boxes as well as document disposal to seven (7) DoE officials. Training programme should be attached.

## **6. MAINTENANCE SERVICE LEVEL AGREEMENT**

- 6.1 Service Level Agreement will be signed between the Department of Energy and the successful bidder upon finalization of the bid process.

## **7. TERMINATION OF THE CONTRACT**

- 7.1 The contract will be terminated immediately should the successful service provider longer qualify as document management service provider in terms of the provisions of the National Archives Act and State Security Agency prescripts.
- 7.2 Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent between the Department of Energy and the successful service provider.

## **8. REPORTING REQUIREMENT**

- 8.1 The service provider shall report to the Head Office Director: Auxiliary Support Services.
- 8.2 The service provider shall every month supply a summarized written report mention on paragraph 3.1.5 above to the Director: Auxiliary Support Services.
- 8.3 Meetings will be held quarterly between the Director: Auxiliary Support Services and the service provider.

## **9. EVALUATION METHODOLOGY**

### **9.1 Cost**

- 9.1.1 The service provider is requested to provide a quote regarding the work to be undertaken for this project. The total cost must be VAT inclusive and should be quoted in South African currency (i.e.rands). Detailed breakdown of the total ceiling price must be attached.

## 9.2 Broad-Based Black Economic Empowerment (B-BBEE)

9.2.1 Provisions of the Preferential Procurement Regulations as amended in 2017 will apply in terms of awarding points.

9.2.2 Bidders are required to submit original and valid B-BBEE Status Level Verification Certificates or certified copies thereof together with their bids, to substantiate their B-BBEE rating claims.

9.2.3 Bidders who do not submit their B-BBEE status level verification certificates or are non-compliant contributors to B-BBEE will not qualify for preference points for B-BBEE.

9.2.4 In a case of Exempted Micro Enterprise (EMEs), AO/AA must ensure that the B-BBEE Status Level Verification Certificates submitted are issued by the following agencies:

- Verification agencies accredited by SANAS; or
- Registered auditors approved by IRBA

9.2.5 The table below depicts the B-BBEE status level of contribution:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

### **9.3 Company Experience**

9.3.1 The service provider must have a minimum of 10 years experience in providing off-site storage and document management services for public services documents that include services mentioned on paragraph 4.2 of this Terms of Reference.

9.3.2 The service provider must submit a minimum of five (5) reference letters from their clients (preferably government departments) which specify the type of service procured, period of contract, i.e. start date and end date. Letters must be on the company or Departmental letter head and must be signed by the responsible records manager, dated and including contactable details.

**Failure to submit the above correspondence, *bidders will forfeit points in this category.***

### **9.4 Project Execution Plan**

9.4.1 Service provider should submit detailed project plans which outline provision and the location of the offsite storage facilities as required on paragraphs, 3.1.1 to 3.1.6 and 4.1 to 4.2 and 5.1.1 to 5.1.8 and any other relevant information.

9.4.2 Service provider should attach a list of detailed Bills of Quantities which is costed per item and summary of totals for monthly cost and overall cost for a period of thirty six (36) months.

### **9.5 Delivery period of the required security system**

9.5.1 The successful service provider must be able to supply the required services within four (4) weeks from the date of awarding of the contract.

## 9.6 Business continuity plan (BCP) for the DoE documents

9.6.1 Service providers should attach detailed report on BCP for the documents stored in the off-sight storage in case of emergency situation or disaster. **Failure to attach the copy of the contingency plan, bidders will forfeit points in this category.**

## 9.7 Skills transfer and Training programme

Service provider should transfer skills to DoE staff through provision of training on onsite file management, image processing, data protection, backup and paper management, document management (archiving of documents), labelling and indexing of boxes as well as document disposal to seven (7) DoE officials. Training programme should be attached.

## 10. EVALUATION CRITERIA

10.1 Bids will be evaluated on 80/20 point system as outlined in the PPR of 2017.

10.2 The proposals will be evaluated in two phases:

**Phase 1:** Bidders will be evaluated based on functionality. The minimum threshold for functionality is **70 out of 100 points**. Bidders who fail to meet minimum threshold will be disqualified and will not be evaluated further for price and preference points for BBEE.

No	Criteria	Weights
1.	<b>Company Experience</b>  i. The service provider must have a minimum of 10 years experience in providing off-site storage and document management services for public services documents that include services mentioned on paragraph 4.2 of this	15  10



	<p>Terms of Reference.</p> <p>ii. The service provider must submit a minimum of five (5) reference letters from their clients (preferably government departments) which specify the type of service procured, period of contract, i.e start date and end date. Letters must be on the company or Departmental letter head and must be signed by the responsible records manager, dated and including contactable details.</p> <p><b>(Failure to submit the required documents the bidder will forfeit points on this category)</b></p>	5
<b>2.</b>	<b>Provision of the offsite storage</b>	<b>30</b>
	i. The off-site storage should be located within 70km radius from DoE Head Office;	10
	ii. The off-site storage should be accommodated in a secure, access controlled site which is protected with electric fencing and is patrolled 24/7; the storage facility should be equipped with access control systems;	10
	iii. The storage facilities should comply with Occupational Health and safety standards (have fire prevention facilities that include sprinkler systems, smoke detectors and relevant fire extinguishers and must be able to prevent degradation of records, have adequate ventilation and humidity control as well as pest and rodents control systems);	10

	iv. <b>(Failure to submit the required documents the bidder will forfeit points on this category)</b>	
<b>3.</b>	<b>Submission of Detailed Project plan</b>  i. Service provider should submit detailed project plans which outline provision and the location of the offsite storage facilities as required on paragraphs, 3.1.1 to 3.1.6 and 4.1 to 4.2 and 5.1.1 to 5.1.8 and any other relevant information.  ii. Service provider should attach a list of detailed Bills of Quantities which is costed per item and summery of totals for monthly cost and overall cost for a period of thirty (36) months.  <b>(Failure to submit the required documents, the bidder will forfeit points on this category)</b>	<b>20</b>  10  10
<b>4.</b>	<b>Detailed Business Continuity Plan (BCP)</b>  i. Service providers should attach detailed report on BCP for the documents stored in the off-sight storage in case of emergency situation or disaster.  <b>(Failure to submit the required documents, the bidder will forfeit points on this category)</b>	<b>10</b>  10
<b>5.</b>	<b>Security Clearance Requirements</b>	<b>15</b>

	<p>i. Service providers must attach their Security Clearance certificate in their proposal;</p> <p>ii. DoE reserves the right to conduct another security clearance for selected bidders and service providers are required to attach copies of their company profile and copies of the ID/Passport of the Directors of the company for security clearance purpose</p> <p><b>Failure to attach copy of the security clearance bidders will forfeit points in this category</b></p>	<p>10</p> <p>5</p>
6.	<p><b>Skills Transfer</b></p> <p>i. Skills transfer and Training programme</p> <p>ii. Service provider should transfer skills to DoE staff through provision of training on onsite file management, image processing, data protection, backup and paper management, document management (archiving of documents), labelling and indexing of boxes as well as document disposal to seven (7) DoE officials. Training programme should be attached.</p> <p><b>Failure to attach training programme bidders will forfeit points in this category</b></p>	<p>10</p> <p>10</p>
	<b>Total</b>	<b>100</b>

For purpose of evaluating functionality, the following values will be applicable:

<b>1=</b>	<b>Very Poor</b>	Will not be able to fulfil the requirements
<b>2=</b>	<b>Poor</b>	Will partially fulfil the requirements
<b>3=</b>	<b>Average</b>	The bidder will be able to fulfil the requirements
<b>4=</b>	<b>Good</b>	The bidder will be able to fulfil better in terms of the requirements
<b>5=</b>	<b>Excellent</b>	Fully fulfil in terms of the requirements

**Phase 2:**

<b>Price</b>	<b>80</b>
<b>B-BBEE compliance</b>	<b>20</b>

**11. FORMAT AND SUBMISSION OF THE PROPOSAL**

- 11.1 All the official forms (SBD) must be completed and signed in all respects by bidders. Failure to comply will invalidate a bid.
- 11.2 Bidders are requested to submit two (2) copies and one (1) original of the proposal and bid documents.

**12. COMPULSORY BRIEFING SESSION**

**Compulsory briefing session will be held on 16 May 2019 at Safari Board Room (5<sup>th</sup> Floor) DoE Head Office, 192 Visagie Street, C/o Paul Kruger & Visagie Street, Pretoria, 0001. Failure to attend compulsory briefing session, bidders will be automatically disqualified.**

### 13. CLOSING DATE

- 13.1 Proposals must be submitted on or before 03 June 2019 to DoE Head Office, 192 Visagie Street, C/o Paul Kruger & Visagie Street, Pretoria, 0001. **No late bids will be accepted.**

### 14. ENQUIRIES

All general enquiries relating to bid documents should be directed to

**Ms Keitumetse Pitse**

**or Mr Samuel Msiza**

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Technical enquiries can be directed to:

**Ms Dikeledi Maepa**

**or Ms Mpho Makhoana**

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