



***Terms of Reference for Appointment of a Service Provider to
Provide Records Management System for
Agrement South Africa.***

RFP Number	ASA 03/01/2021
Date of issue	17/06/2022
Bid Closing date	30/06/2022 at 12:00 pm
Submissions	Mmosha@agrement.co.za

Corporate Services enquiries:

Corporate Services Executive Manager

Mantu Dlamini

Cell no: 063 792 8704

Ndlamini@agrement.co.za

Supply Chain Management enquiries:

Procurement Official

Mr Moloko Mosha

Cell no: 063 792 6824

Mmosha@agrement.co.za

1. BACKGROUND

Section 13 of the National Archives and Records Service of South Africa Act, No. 43 of 1996, requires public entities to manage its records in a well-structured record keeping system, and to put the necessary policies and procedures in place to ensure that its record keeping, and records management practices comply with the requirements of the National Archives and Records Service of South Africa Act, No. 43 of 1996.

Information is a resource of the same importance to good management as other standard resources like people, money and facilities. The information resources of Agreement South Africa (ASA) must therefore be managed as a valuable asset.

Appropriate records management is a vital aspect of maintaining and enhancing the value of this asset. ASA considers its records to be a valuable asset to:

- Enable ASA to find the right information easily and comprehensively.
- Enable ASA to perform its functions successfully and efficiently and in an accountable manner.
- Support the business, legal and accountability requirements of ASA.
- Ensure the conduct of business in an orderly, efficient, and accountable manner.
- Ensure consistent delivery of services.
- Support and document policy information and administrative decision- making.
- Provide continuity in the event of a disaster.
- Protect the interests of ASA and the rights of staff, clients, present and future stakeholders; and
- Support and document ASA's activities, development and achievements. Records

management, through the proper control of the content, storage, and volume of records, reduces vulnerability to legal challenges or financial loss and promotes best value in terms of human and space resources through greater coordination of information storage systems. And digitization of the manual records and processes as second phase of digital transformation initiative.

2. INVITATION FOR PROPOSALS

Agreement SA requests proposals and quotations from suitable suppliers to provide records management, archives, and tracking system services.

3. SCOPE OF WORK

The appointed service provider will be expected to perform the following services as duties and responsibilities:

- Assist the entity to develop a File Plan in accordance with the requirements of the National Archives and Records Service of South Africa Act, No. 43 of 1996.
- Facilitate Records Management training/workshops for the entity across all departments to ensure implementation of ASA's Records Management Policy.
- Assist the entity to develop a proper Records Management System in line with legislative prescripts, ASA's policy and best practice.
- Ensure ASA's records management conforms to the ISO standards and best practice for documented information
- Assist the entity with management of records from ALL records allocated in different storage sites.
- Peruse all records and draw a report of records to be stored, archived, and disposed by the entity; and
- Propose off-site storage facility and send files to off-site storage upon approval.
 - Implementation of the Office 365: SharePoint Online.
 - The implementation must have a cloud-based disaster recovery component in the design
 - Develop departmental site
 - Develop ASA Intranet (Migrate from existing web services to SharePoint)
 - Uploading of the existing ASA documents to appropriate departmental sites.
 - Setting up appropriate security measures to secure documents.
 - Training end users and ASA Information Technology (IT) staff members.
 - Training material.
 - Provide support and maintenance of the system for a period of 24 months.
 - Documentation on the configuration and deployment of the solution.
 - Assisting with document classification and indexing of content in an approved format.

Phase 1:

Proposal to procure Document Imaging Scanners and then Scan and Index existing Documentation into SharePoint Cloud with meta data and indexing for easy retrieval and search.

Phase 2:

Implementation of digitization for all manual paper print based document processed to go GREEN eco friendly paperless environment. Implement Sign on Glass (Digital Signatures) functionality for all the departments (the Office of the CEO, Corporate Services, Technical Services, Finance; and Audit Risk and Compliance), departmental processes where print and storing of documentation is involved will be digitized for Phase 2. Required Sign On Glass and Scanning Hardware to be included in the quotation. Each department can have two or three business processes depending on the print, sign and store paper processes that will be digitized in Phase 2.

The solution must be PoPI Act (Protection of Personnel Information) and ISO 27001 (IT Security) compliant.

4. DURATION

These services will be required for a period of three years (36 months)

5. SUBMISSION OF PROPOSALS AND QUALIFYING CRITERIA

1	<p>The evaluation criteria that are to be scored and the maximum score assigned to each of such criteria are as follows:</p> <table border="1"> <thead> <tr> <th data-bbox="159 224 766 280">Criteria</th> <th data-bbox="766 224 1308 280">Scoring Guidelines (0-5)</th> <th data-bbox="1308 224 1560 280">Weighting (%)</th> </tr> </thead> <tbody> <tr> <td data-bbox="159 280 766 627"> <p>Similar Assignments Provide three similar assignments within the five (5) years. The examples must include details of previous assignments, the scope, the period when the work was performed and references. (Reference letter must be attached)</p> </td> <td data-bbox="766 280 1308 627"> <p>3 or more assignments in the past 5 years = 5 Points Less than 3 assignments in past 5 years = 3 Points One or less assignments in past 5 years with = 1 Points</p> </td> <td data-bbox="1308 280 1560 627">30%</td> </tr> <tr> <td data-bbox="159 627 766 985"> <p>DMS proposal The document management proposal must contain all required configurations as listed above. The solution must include a cloud-disaster recovery for the SharePoint server. All documents must be processes in SharePoint server as a workflow component. This will include a digital signature to facilitate a paperless environment (sign on glass).</p> </td> <td data-bbox="766 627 1308 985"> <p>Excellent Proposal = 5 Points Mediate Proposal = 3 Points Poor Proposal = 0</p> </td> <td data-bbox="1308 627 1560 985">45%</td> </tr> <tr> <td data-bbox="159 985 766 1120"> <p>Project Manager:</p> </td> <td data-bbox="766 985 1308 1120"> <p>Project Management certificate = 5 Points No certificate = 0 Points</p> </td> <td data-bbox="1308 985 1560 1120"></td> </tr> <tr> <td data-bbox="159 1120 766 1411"> <p>Resource Requirements Technical Specialist:</p> <ol style="list-style-type: none"> 1. Microsoft Certified Solutions Expert (MCSE) SharePoint. 2. Microsoft Certified DevOps Engineer Expert. 3. Microsoft Certified Azure Developer </td> <td data-bbox="766 1120 1308 1411"> <p>MCSE SharePoint Expert= 5 Points DevOps Expert = 5 Points No certification = 0 Points CISP & Azure Developer Certification = 2 Points</p> </td> <td data-bbox="1308 1120 1560 1411">10%</td> </tr> <tr> <td data-bbox="159 1411 766 1545"> <p>Project Manager:</p> </td> <td data-bbox="766 1411 1308 1545"> <p>Project Management certificate = 5 Points No certificate = 0 Points</p> </td> <td data-bbox="1308 1411 1560 1545">10%</td> </tr> <tr> <td data-bbox="159 1545 766 1720"> <p>IT Security Certification (CISP or equivalent)</p> </td> <td data-bbox="766 1545 1308 1720"> <p>IT Security certificate = 5 Points No certificate = 0 Points</p> </td> <td data-bbox="1308 1545 1560 1720">5%</td> </tr> <tr> <td data-bbox="159 1720 1560 1814"> <p>Total</p> </td> <td data-bbox="159 1720 1560 1814"></td> <td data-bbox="159 1720 1560 1814">100</td> </tr> </tbody> </table>	Criteria	Scoring Guidelines (0-5)	Weighting (%)	<p>Similar Assignments Provide three similar assignments within the five (5) years. The examples must include details of previous assignments, the scope, the period when the work was performed and references. (Reference letter must be attached)</p>	<p>3 or more assignments in the past 5 years = 5 Points Less than 3 assignments in past 5 years = 3 Points One or less assignments in past 5 years with = 1 Points</p>	30%	<p>DMS proposal The document management proposal must contain all required configurations as listed above. The solution must include a cloud-disaster recovery for the SharePoint server. All documents must be processes in SharePoint server as a workflow component. This will include a digital signature to facilitate a paperless environment (sign on glass).</p>	<p>Excellent Proposal = 5 Points Mediate Proposal = 3 Points Poor Proposal = 0</p>	45%	<p>Project Manager:</p>	<p>Project Management certificate = 5 Points No certificate = 0 Points</p>		<p>Resource Requirements Technical Specialist:</p> <ol style="list-style-type: none"> 1. Microsoft Certified Solutions Expert (MCSE) SharePoint. 2. Microsoft Certified DevOps Engineer Expert. 3. Microsoft Certified Azure Developer 	<p>MCSE SharePoint Expert= 5 Points DevOps Expert = 5 Points No certification = 0 Points CISP & Azure Developer Certification = 2 Points</p>	10%	<p>Project Manager:</p>	<p>Project Management certificate = 5 Points No certificate = 0 Points</p>	10%	<p>IT Security Certification (CISP or equivalent)</p>	<p>IT Security certificate = 5 Points No certificate = 0 Points</p>	5%	<p>Total</p>		100
Criteria	Scoring Guidelines (0-5)	Weighting (%)																							
<p>Similar Assignments Provide three similar assignments within the five (5) years. The examples must include details of previous assignments, the scope, the period when the work was performed and references. (Reference letter must be attached)</p>	<p>3 or more assignments in the past 5 years = 5 Points Less than 3 assignments in past 5 years = 3 Points One or less assignments in past 5 years with = 1 Points</p>	30%																							
<p>DMS proposal The document management proposal must contain all required configurations as listed above. The solution must include a cloud-disaster recovery for the SharePoint server. All documents must be processes in SharePoint server as a workflow component. This will include a digital signature to facilitate a paperless environment (sign on glass).</p>	<p>Excellent Proposal = 5 Points Mediate Proposal = 3 Points Poor Proposal = 0</p>	45%																							
<p>Project Manager:</p>	<p>Project Management certificate = 5 Points No certificate = 0 Points</p>																								
<p>Resource Requirements Technical Specialist:</p> <ol style="list-style-type: none"> 1. Microsoft Certified Solutions Expert (MCSE) SharePoint. 2. Microsoft Certified DevOps Engineer Expert. 3. Microsoft Certified Azure Developer 	<p>MCSE SharePoint Expert= 5 Points DevOps Expert = 5 Points No certification = 0 Points CISP & Azure Developer Certification = 2 Points</p>	10%																							
<p>Project Manager:</p>	<p>Project Management certificate = 5 Points No certificate = 0 Points</p>	10%																							
<p>IT Security Certification (CISP or equivalent)</p>	<p>IT Security certificate = 5 Points No certificate = 0 Points</p>	5%																							
<p>Total</p>		100																							

After considering the functional criteria, a bidder is considered to have passed the functional requirements if they have scored 70% or more to be considered for Price and BBEE

Mandatory Criteria:

1. Service Provider must be a Microsoft Partner, Silver Partner or Gold Partner for SharePoint Document Management (Collaboration and Portals) with similar projects implementation experience valid references.
2. Certified in Project Management (PMBOK or PMP) or qualification in project management.
3. Adobe Sign or relevant digital signature OEM partner reseller certification required
4. ISO 27001(IT Security) Certified organization with PoPI Act Implementation for the record management and digitization projects (valid reference letters).

Submission of Procurement Documents as pre-qualification stage (Failure to submit may result in disqualification):

- Quote/Pricing schedule.
- BBBEE certificate or sworn affidavit (if copy it must be certified and failure to submit you will not be awarded BBBEE points however you will not be disqualified).
- Signed standard bidding documents (Form SBD 4, 6.1 ,8 and 9)
- Signed General Conditions of Contract.
- Company must be registered on Central Supplier Database (CSD).
- All proposals will be evaluated by an evaluation team for functionality and price

6. Evaluation Phases:

The following formula will be used to convert the points scored against the weight:

$$Ps = \left(\frac{So}{Ms} \right) \times 100$$

Where:

Ps = Percentage scored for functionality by bid under consideration

So = Total score of bid under consideration

Ms = Maximum possible score

Service providers will be expected to achieve a minimum threshold score of 70% to proceed to Phase 2.

Phase 2: Calculation of points

Please note for quotations or bids above R30 000 up to R50 Million, ASA evaluates these in terms of the 80/20 preference point system where:

80 points are allocated for price and 20 points are allocated for the service provider's B-BBEE Level of Contribution. An original or certified copy of a B-BBEE certificate must be submitted to substantiate claims for preference points.

A due diligence process in a form of a presentation will be conducted in respect of all short-listed bidders. A set of questions will be posed during the presentation. Should the bidder fail to meet the requirements of the due diligence process, their proposal will be disregarded at this stage.

ASA also reserves the right to conduct an investigation of the bidder's financial position, previous contracts carried out, availability of skills or knowledge, existing workload, etc.

During phase 2, points for price will be calculated for all shortlisted service providers in accordance with the following formula:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where:

P_s = Points scored for price of quotation under consideration

P_t = Rand value of quotation under consideration

P_{\min} = Rand value of lowest acceptable quotation

The final points will be calculated as follows:

CRITERIA	SUB-CRITERIA	WEIGHTING POINTS
Price	Detailed budget breakdown	80
B-BBEE (Status Level Verification Certificate)	B-BBEE Level Contributor	20
TOTAL		100

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

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

EMEs are deemed to have a B-BBEE status level four (4) contributor, in instances where EMEs are more than 50% black owned, such enterprises qualify for promotion to a B-BBEE status level three (3) contributor and points will be awarded accordingly.

Please note that the proposals will be evaluated using the 80/20 preference point system.

A recommendation for award will then be formulated for approval by the relevant delegated authority.

Price Schedule

DESCRIPTION	Total (incl VAT)
Phase 1: Costing 3 X Digital Imaging Scanners (full duplex 20pps or above)	
Record Management Implementation	
Training and Change Management	
Phase 2: Costing Sign On Glass Equipment (Signature Pads, Barcode scanners)	
Digitization of Manual Paper based processes	
Costing for 3 years (45 users: Digital Signature) & Platform Licenses	
Training and Change Management	
36 Months Maintenance and Support	
TOTAL CONTRACT AMOUNT (EXCLUDING VAT)	
GRAND TOTAL INCLUDING VAT	

RATE CARD	HOURLY RATE
Developer or Specialist Engineer	
Integration Specialist	
QA Tester	
Imaging & OCR Specialist	
Solution Trainer	
IT Security Specialist	
Project Manager or SCRUM Master	

7. COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

In consideration of the fees paid, the service provider expressly assigns to ASA any copyright arising from the works the consultant produces while executing this contract. The consultant may not use, reproduce or otherwise disseminate or authorize others to use, reproduce or disseminate such works without prior consent from ASA.