



## THEMBISILE HANI LOCAL MUNICIPALITY



### APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION, CONFIGURATION, IMPLEMENTATION, MAINTENANCE AND SUPPORT OF WORKFLOW, DOCUMENT MANAGEMENT, RECORDS MANAGEMENT AND SCANNING/INDEXING SYSTEMS FOR A PERIOD OF 36 MONTHS.

#### SCOPE OF WORK

#### 1. INTRODUCTION

The Thembisile Hani Local Municipality (THLM) is situated in Mpumalanga Province within Nkangala District Municipality. The primary objective of the municipality is to render world class services to its community. The municipality has systems that both generate income and support business function to ensure its primary objective is achieved consistently. The ICT department is responsible for ensuring Confidentiality, Integrity and Availability of all systems and information stored and transmitted within THLM.

#### 2. BACKGROUND

The THLM identified opportunity of a Workflow Solution that will offer the ability to track, coordinate and measure tasks across systems and departments. The Workflow Solution has the following aims:

- Automated assignment and notification of tasks. When a certain trigger event happens on one system requiring action from an individual, team, department or system, the Workflow solution should automatically assign/notify/hand over an appropriate task to the target resource.
- Ensure that the “loop is closed” on all tasks, i.e. tasks will not be forgotten and all tasks will have an outcome.
- Automated feedback and progress monitoring on tasks as they progress through the lifecycle.
- Measurement of task progress against identified performance and service-level metrics at each processing step.
- Enforce compliance to processes and procedures.
- Ensures coordination between systems and organizational areas that might otherwise operate in operational silos.
- Provides the ability to identify process bottlenecks.
- Provides the ability to measure turnaround times and feedback to stakeholders and the public.

In addition to Workflow the following solutions are required to ensure effective storage and retrieval of documents and records:

- Document Management
- Records Management
- Scanning and Indexing Solution

The above solutions will assist THLM to:



- Store and secure documents centrally
- Provide searchable and accessible documents in real time
- Manage multiple versions of documents
- Scan documents
- Index with document type specific indexing attributes

Storage of documents, especially taking on documents from clients, or parties outside THLM (via email, upload or other), can expose THLM to security risks. It is extremely important that this risk be reduced with every effort; including systems (content disarm, virus check, file type constraints) as well as by the process/workflow of how documents flow and what documents are allowed. The solution should integrate the document management solution with on-site Active Directory or a cloud based identity provider; while assisting with the schema required.

### **3. PURPOSE**

The objective of the bid is the appointment of a service provider that will supply, implement and support Workflow, Document Management, Records Management and Scanning/Indexing Systems.

The solutions should utilise industry best practices and modern technological architectures and systems. Cloud-based, local or hybrid solutions would be considered.

### **4. SCOPE OF WORK AND SPECIFICATION**

#### **1. MAINTENANCE OF THE EDMS**

Maintenance shall mean:

- 1.1 Acceptance of the environment provided by Municipality
- 1.2 Management and maintenance of the EDMS on-site and off-site as requires when required.
- 1.3 The support remote access must comply with Municipality's IT /Risk policies.
- 1.4 All developments on the system must be communicated with Municipality before deployment.

#### **2. DETAILED DESCRIPTION ON SERVICE REQUIRED GENERAL**

The tenderer will familiarize themselves with the Municipality where the EDMS is required. The tenderer will further note the standard of hardware and software in use as well as the appropriated network requirements. To maintain the system's integrity is of utmost importance that user must have his/her own password.

Software

The EDMS must be based on the windows environment and fully operational. The system must perform the following functions in user friendly manner:

- 1. Electronic Document Management
- 2. Document Workflow Management
  - a) Single distribution
  - b) Multiple Distribution
  - c) Rule based distribution d. Auto distribution
- 3. Mail Receive System
- 4. Posted Mail Out (with templates) a.
  - a) With multiple digital signature capability
- 5. NARS File Management



- a) Access Security
- b) Full file contents capability
- c) Volume management
- d) Disposal rules
- e) Record Archiving
- f) Distribution List
- g) Preferential user list.
- h) Barcode capability
- i) Physical and electronic File distribution Management 6.

6. Policies Register

7. Compilation of Agenda and Minutes

- a) Paperless Agenda Capability
- b) Agenda items/Reports Managing
- c) Voice Recording of meetings d.
- d) Manage Meeting Types
- e) PDF Agenda to comprise of full indexing and bookmarks

8. Board Resolution Management.

- a) Council Resolution Register
- b) Uncompleted Resolutions
- c) Completed Resolutions
- d) Archived Resolutions Register.

9. Tender and Contract Management a.

- a) Full contract management and reporting
  - b) Integrated in Task manager
  - c) Integrate email and SMS functions
10. Electronic records retention and disposal.
11. Electronic records audit trail
12. Integrated Email
13. Access Control (user with Limited privileged)
14. Authenticity of records
15. Documents Search Capability and Classification
16. Document Indexing
17. Documents Imaging capability
18. Contracts Register
19. Outlook -> PDF indexing
20. PDF Document Combiner function
21. IDP & SDBIP Capability
22. Windows Domain Login
23. MS Outlook integration
24. M365 integration
25. Workflow Dashboard
26. Workflow Scheduler
27. Multiple signature Memo
28. Digital Signatures (Various methods)
29. Local User Customisation
30. Integrated Task Manager
31. Full Secure audit trail
32. Corporate Calendar



33. Electronic Filing System conforming to NARS requirements
34. Full on-line backup capabilities with reporting
35. Registers for Policies; Delegation of Powers; Legal Compliance; Payments; CV Register; Transport Permits; Movable Assets, Personnel Register, etc.
36. Full Built-in Standard Reports
37. Full History of all documents capability
38. MSCOA MFMA Calendar built in
39. MunSoft FMS integration – Contracts % SCM Contracts 50. Local Repository Management (Local Cloud storage)
40. Electronic Signature Capability (Signature pads).

## **5. TRAINING AND SUPPORT**

Training and mentoring to the Municipal Manager and all users in an effective manner.

The successful tenderer will provide training annually for a period of 5 working days, one on one onsite/Digitally training group training; otherwise, when a need arises.

The successful tenderer must provide full support and maintenance on the hardware and software, including the modem within 2 hours from reporting a call.

## **6. FULL MAINTAINANCE/SERVICE AND SUPPORT AGREEMENT (Breakdown in detail)**

A service Level Agreement for a period of 36 months will be entered into with the successful tenderer

Hardware – High Speed Scanners

Windows Server

Hard Drive space 3 TB (RAID)

NAS Backup Device

## **7. Pricing**

The license fee will be paid once a year on submission of an invoice

The maintenance price must be fixed for a period of first 12 months, no escalation.

The maintenance price can be increased based on the CPI increase annually for the remaining 24 months (once per 12 months).

All maintenance price will be paid on a month to month basis

## **8. BID DELIVERABLES**

- The reviewing and re-engineering the existing Document and Records Management processes
- Analysis and specifications of all Workflow, Documents, Records Management requirements
- Provision of the solutions. This includes providing the necessary software and working on a suitable architecture with the project architects to provide a fit-for-purpose solution.
- Development/Configuration/Integration as outlined during the analysis phase
- Component and Systems integration Testing of the solution
- Facilitation of User Acceptance Testing of the solution
- Training of the End Users, System Administrators and Support Staff (THLM to provide first line support for all issues raised with the platform.)
- Provision of Maintenance, Support and Hosting of the solution.



- Knowledge transfer to THLM to assist THLM to maintain/configure the system on an ongoing basis after conclusion of the project.

## **9. PROJECT TIMELINES**

The duration of this RFP is for 3 years. The Service Provider is requested to clearly indicate the Solution Implementation Phase from the Support and Maintenance Phase of the project. The commencement date and deliverable dates of the various components and integrations shall be agreed upon between the Service Provider and the PMO.

## **10. LOCATION OF WORKS**

Installation will be done at Thembisile Hani Local Municipality - Kwaggafontein.

## **11. INFORMATION THAT WILL BE PROVIDED BY THE MUNICIPALITY**

Network Diagram and Topology with IP schemes, VLANs, domain related information and all information that is relevant to the project.

## **12. PAYMENTS**

Payment will be in accordance with the tendered pricing schedule and the Key Performance Indicators as indicated in the Terms of Reference. All prices should be inclusive of VAT. A valid tax invoice must be submitted by the 25 of each month with all mandatory information and reporting as indicated in the service level agreement.

**N.B, Payment will not be processed without the submission of reports as indicated above.**

Payment will be made within 30 days from receipt of invoice by the finance department.

## **13. ELIGIBILITY CRITERIA**

Only those tenderers who satisfy the following eligibility criteria are eligible to submit tenders:

- 13.1. Tenderer has the managerial capacity, reliability and experience regarding the nature of the tender.
- 13.2. The tenderer is not in arrears for more than 3 months with municipal rates and taxes;
- 13.3. The tenderer or any of its directors is not listed on the Register of Tender Defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector; and
- 13.4. The tenderer has not:  
Abused the Employer's Supply Chain Management System; or  
Failed to perform on any previous contract and has been given written notice to this effect.  
It is considered that the performance of the services will not be compromised through any conflict of interest

## **14. MANDATORY INFORMATION TO BE SUBMITTED**

All attachments as indicated on the tender advert and all supporting documents requested for evaluation purposes.



## **15. JOINT VENTURES AND CONSORTIUMS**

The following documents must be attached:

Copy of Signed Joint Venture Agreement

Combined Joint Venture BBBEE certificate

Summary report of Central Supplier Database of JV

## **16. PERIOD OF CONTRACT**

The period of the contract will be 36 months but should work rendered be unsatisfactory the contract will be summarily terminated and a new contractor will be appointed.

## **17. SUPPORT AND RETENTION**

The Service Provider will provide a minimum support of 36 months. Retention of 2.5% of the total contract value will be held for the period of twelve 12 months from date of completion of the installation, configuration and commissioning of the system, to be reduced to 1.25% after 6 months from date of completion.

## **18. SERVICE LEVEL AGREEMENT**

A service level agreement will be entered into with the successful bidder.

## **19. ACCEPTANCE OF OFFER**

The Municipality reserves the right not to award the tender or any part of the tender subject to the availability of budgetary funds.

The Municipality reserves a right to appoint more than one service provider to achieve the objective set out in this bid document.

## **20. EVALUATION**

Tenders will be evaluated on functionality first. Only tenders who receives the minimum eligible points of 70 and above will be further evaluated on price and preference points.

## **21. PENALTIES**

The following penalties shall apply. If, at any stage during the Contract period or extensions thereto, the Contractor fail to provide the service in the manner described in the contract, then the Contractor shall pay to the Municipality a penalty or penalties for each occurrence that such event or such requirements are not met. The Relevant Authorised Person shall be entitled to apply the penalty or penalties in terms of this Clause. The events or requirements for which penalties shall be applied and the corresponding amounts of the penalties are described below:

### **FOR SUPPLY AND DELIVERY:**

If the service provider fails by the delivery date to deliver the goods at the specified target area / final destination in accordance with the specifications and in the quantity ordered, then the service provider shall be liable to the MUNICIPALITY for the sum(s) stated below as penalty/-ies for every day which lapses between the due date and the actual date of delivery of the goods. The penalty for delay shall be as follows:

The penalty for delay shall be 0.05 % of the total order (excluding VAT) per calendar day that delivery of the goods is delayed, to be deducted from a subsequent payable invoice.

### **FOR SERVICES / PROJECT:**



If the service provider fails by the due completion date to complete or render the works / services specified, then the service provider will be liable to the Municipality in the amount of 0,05% of the total invoice amount (excluding VAT) in respect of such work / services per calendar day that completion thereof is delayed, to be deducted from a subsequent payable invoice.

## 15. SKILLS TRANSFER

The service provider is required to do a comprehensive skills transfer for minimum of 3 ICT personnel. Skills transfer may either be by form of in-house training or providing a training voucher for online or instructor-led training approved by the OEM.

## 16. VALIDITY PERIOD

The tender shall be valid for 90 days from date of opening the tender.

### Training and Skills Transfer Service

Bidders are requested to deliver the following training services:

	Fully Comply	Does not Comply	Bidder's Comments
1. The Bidder will provide administrator and end-user manuals			
2. Bidder will provide Online or Built-in User Guides			
3. Bidder will provide the following training: <ul style="list-style-type: none"> <li>a. Train the Trainer</li> <li>b. Administrator</li> <li>c. User and Technical support staff</li> <li>d. the use of the self help knowledge base</li> </ul>			
<b>TOTAL</b>			

### Support Service

Bidders are requested to provide the following support services:

	Fully Comply	Does not Comply	Bidder's Comments
1. The bidder will provide Second Line User and system support.			
2. The bidder will implement enhancements as and when requested by THLM. Types of enhancements to be provided: <ul style="list-style-type: none"> <li>• Corrective</li> <li>• Adaptive</li> </ul>			



	Fully Comply	Does not Comply	Bidder's Comments
<ul style="list-style-type: none"> <li>• Perfective</li> <li>• Preventive</li> </ul>			
<b>TOTAL</b>			





## Technical Questions

The technical proposal should respond to the questions in the table below for each of the systems under consideration.

Identification and Session	
<b>Identification and Session</b>	
1.	Specify any extraordinary Active Directory or Identity needs if applicable
Client Software Deployment(s)	
<b>Client Software Deployment(s)</b>	
1.	Specify required browsers and versions
2.	Specify required desktop operating systems supported and minimum required version if applicable
3.	Specify desktop dependencies/toolkits required for installation if applicable
4.	Specify compatible mobile platforms
5.	Specify mobile store deployment plan/responsibility
Cloud Hosted Solution (if applicable)	
<b>Cloud Hosted Solution</b>	
1.	Estimate average per user of internet bandwidth required to use solution
2.	Specify location(s) of data Centre
3.	Specify data centre provider
4.	Specify uptime guarantee
5.	Specify Disaster Recovery Plan including backup and recovery plan
6.	Specify solution POPI considerations
7.	Provide PenTest certification
8.	Provide other certification and documentation regarding security
9.	Provide incident reporting process
10.	Cloud Security Alliance Compliance Level
11.	SOC Type II Compliance
12.	GDPR and POPI Compliance
13.	FedRamp affiliated
14.	FIPS 140-2 validated
15.	Describe other/additional security tests and measures implemented towards site/service security
16.	Describe the vulnerability/exploit incident reporting process
On-premises Hosted Solution (if applicable)	
<b>On-premises Hosted Solution</b>	
<b>Production:</b>	
1.	Specify Hardware requirements
2.	Specify Internet connectivity requirements
3.	Specify ports, IP and other firewall requirements
4.	Specify Disaster Recovery Plan
5.	Specify solution security considerations
6.	Specify Operating System(s) requirements
7.	Supply deployment and configuration plan
8.	Specify security/account requirements
9.	Specify database requirements
10.	Specify system dependencies
11.	Specify storage and growth requirements
12.	Specify all batch processes that needs to be maintained and monitored
13.	Specify a monitoring strategy
14.	Specify patching and upgrading plan
<b>Non-production</b>	
15.	Specify requirements for a development environment



<b>On-premises Hosted Solution</b>
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| 16. Specify requirements for a user acceptance environment |
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<b>Performance</b>
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The solution will be used by 650 full time employees. The solution will have to support a concurrency of a 100 requests per second.

<b>Performance</b>
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| 1. Append stress tests performed                  |
| 2. Specify number of concurrent functional users. |
| 3. Specify number of concurrent reporting users.  |

<b>Monitoring</b>
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<b>Monitoring</b>
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| 1. What/how is the solution monitored  |
| 2. What is the percentage guaranteed uptime SLA  |
| 3. How long in advance is notification sent to client on system maintenance time and duration, that may impact availability or performance |

## GENERAL CONDITIONS OF CONTRACT

The General Conditions of Contract are not included in this document and may be downloaded from the following website – <http://www.treasury.gov.za/divisions/ocpo/sc/GeneralConditions>.