



**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE DEPARTMENT OF HOME AFFAIRS					
BID NUMBER:	DHA03-2026	CLOSING DATE:	30 APRIL 2026	CLOSING TIME:	11H00
DESCRIPTION	THE APPOINTMENT OF A SERVICE PROVIDER(S)/JVs/CONSORTIUMS FOR THE DIGITISATION OF CIVICS SERVICES, IMMIGRATION AND OTHER DEPARTMENTAL RECORDS THROUGH SITA RFB CONTRACT 1183 FOR A PERIOD OF 36 MONTHS				
BID RESPONSE DOCUMENTS MUST BE SUBMITTED ONLINE ON THE ETENDER PORTAL.					
THE ONLINE E-TENDER PUBLICATION PORTAL LINK: https://www.etenders.gov.za/ TUTORIAL LINK: https://youtu.be/B7pNseNJYHM					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Dikeledi Nchaube Nqobile Chonco		CONTACT PERSON	Grace Sekhu	
TELEPHONE NUMBER	(012) 406 7166 (012) 406 2789		TELEPHONE NUMBER	(012) 406 2541	
E-MAIL ADDRESS	Dikeledi.Nchaube@dha.gov.za Nqobile.Chonco@dha.gov.za		E-MAIL ADDRESS	Grace.Sekhu@dha.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]	
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A BRANCH IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?			<input type="checkbox"/> YES <input type="checkbox"/> NO		
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					

**PART B
TERMS AND CONDITIONS FOR BIDDING**

1. BID SUBMISSION:
1.1. BIDS MUST BE SUBMITTED ON TIME. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).
2. TAX COMPLIANCE REQUIREMENTS
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE.”

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

INSTRUCTIONS TO BIDDERS

1. THE TENDER DOCUMENTS

Rules for Bidding

- 1.1. The Department is not bound to accept any of the proposals submitted and reserves the right to call for presentations from short-listed bidders before final selection.
- 1.2. The Department reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, at any stage of completion should the Department decide not to proceed with the tender.
- 1.3. The Department also reserves the right to appoint any other person to undertake any part of the tasks.
- 1.4. The service provider must be a single legal entity with all other necessary expertise secured via sub-contract, or under a joint venture or a consortium arrangement. The Department will enter into a single contract with a single entity for the delivery of the work set out in these tender documents.
- 1.5. The bidding entity shall be the same entity that will execute the bid. Any bid found to be fronting for another entity or entities shall be disqualified immediately.
- 1.6. All South African firms submitting bids as part of a consortium or joint venture must submit valid original tax clearance certificates.
- 1.7. All bidders submitting bids as part of joint venture, consortium, **must** submit the following:
 - i. A Joint Venture, Consortium or Trust agreement signed by all companies forming a Joint Venture, Consortium or Trust.
 - ii. A valid tax clearance certificate and/ or pin issued by South African Revenue Services (SARS) for all companies that form part of a Joint Venture, Consortium or Trust.
 - iii. A Central Supplier Database (CSD) Report for all companies that form part of a Joint Venture, Consortium or Trust.
 - iv. A consolidated SANAS B-BBEE certificate or a consolidated B-BBEE certificate issued by the Companies and Intellectual Property Commission (CIPC).
 - v. SBD 1, SBD 3, SBD 4, & SBD 6 forms must be completed using the Joint Venture, Consortium or Trust information or the lead partner as indicated on the Joint Venture, Consortium or Trust agreement.
- 1.8. Foreign firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.9. The service provider and its affiliates are disqualified from providing goods, works, and services to any private party to this Agreement, or any eventual project that may result, directly or indirectly from these services.
- 1.10. Firms may ask for clarification on these tender documents or any part thereof up to close of business 1 week before the deadline for the submission of the bids.
- 1.11. The Department reserves the right to return late bid submissions unopened.

- 1.12. Firms may not contact the Department on any matter pertaining to their bid from the time when the bids are submitted to the time the contract is awarded. Any effort by a bidder to influence bid evaluation, bid comparisons, or bid award decisions in any manner, may result in rejection of the bid concerned.
- 1.13. Should the contract between the Department and the service provider be terminated by either party due to reasons not attributable to the service provider, the service provider will be remunerated for the appropriate portion of work completed up to a maximum amount of not more than the total fee bid by the service provider for the appropriate phase of the project during which the appointment was terminated.

Conditions of the Tender

- 1.14. The General Conditions of contract will apply.
- 1.15. The Department will become the owner of all information, documents, programmes, advice, and reports collected and compiled by the service provider in the execution of this tender.
- 1.16. The copyright of all documents, programmes, and reports compiled by the service provider will vest in the Department and may not be reproduced or distributed, or made available in any other way without the written consent of the Department.
- 1.17. All information, documents, programmes, and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Department.
- 1.18. Bidders shall undertake to limit the number of copies of this document and destroy them in the event of their failure to secure the contract.
- 1.19. The service provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the Department.

Processing of the Bidder's Personal Information

- 1.20. All personal information of the Bidder, its employees, representatives, associates, and sub-contractors ("Bidder Personal Information") required under this bid is collected and processed to assess the strength and competitiveness of the proposal. The evaluation and award of the contract shall be conducted following applicable legislation, policies, and standards. The Bidder is advised that Bidder Personal Information may be passed on to third parties to whom DHA is compelled by law to provide such information. For example, where appropriate, DHA is compelled to submit information to the National Treasury's Database of Restricted Suppliers.
- 1.21. All Personal Information collected will be processed under Protection of Personal Information Act (POPIA).
- 1.22. The following persons will have access to the Personal Information that has been collected:
 - a) DHA personnel participating in procurement/award procedures; and
 - b) Members of the public: when the bid is awarded, some of the following information will have to be made available on the National Treasury's e-Tender portal and DHA website:
 - Contract description and bid number

- Names of the successful bidder(s) and preference points claimed
- The contract price(s) (if possible)
- Contract period
- Names of directors; and
- Date of completion/award

1.23. In signing the bid document, the Bidder consents to the use of its Personal Information for the purposes as specified in the paragraphs above

Cost of Bidding

1.24. The Bidder shall bear all costs associated with the preparation and submission of its bid and the Department, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

Content of Tender Documents

1.25. The services required, tender procedures and contract terms are prescribed in the tender documents, which include:

- i. Instruction to Bidders;
- ii. Technical Bid;
- iii. Terms of Reference;
- iv. Evaluation Criterion;
- v. Financial Bid;

1.26. The Bidder is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or submission of a bid not responsive to the tender documents in every respect will be at the Bidder's risk and may result in the rejection of the bid.

Clarification of Tender Documents

1.27. The Department will respond in email to any request for clarification of the tender documents which it receives no later than 1 week prior to the deadline for submission of bids prescribed by the Department.

1.28. Briefing session.

Bidders are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:

Date and time: Monday, 13 April 2026 at 13h00 to 14h00.

<https://teams.microsoft.com/meet/38193933441743?p=yOT5NCCUFlIBFm0Tn2>

Amendment of Tender Documents

1.29. At any time prior to the deadline for submission of bids, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender document by amendment.

- 1.30. All prospective bidders who have received the tender document will be notified of the amendment in writing or by fax, and same will be binding on them.
- 1.31. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Department, at their discretion, may extend the deadline for the submission of bids.

2. PREPARATION OF BIDS

Language of Bid

- 2.1. The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Department shall be written in English.

Documents Constituting the Bid

- 2.2. The bid prepared by the Bidder shall comprise the following components:

a) Completed Technical Bid, including:

- i. Invitation to Bid (SBD 1)
- ii. **Letter of Authority**
 - The title, name, surname, and position of an authorised person to sign the bidding documents and communicate with the department on behalf of the bidding company.
 - The contact details of the authorised person including the telephone number or work cell number and the email address.
- iii. Bidder's Disclosure (SBD 4)
- iv. General Conditions of contract
- v. CSD report
- vi. Company's profile

b) Financial Bid and Preferential points specific goals:

- i. Pricing Schedule (SBD 3)
- ii. Pricing Schedule Annexure/ Fee Structure as required on the TOR document.
- iii. Preferential Points Claim Forms (SBD 6.1)
- iv. SANAS B-BBEE Certificate/ Sworn Affidavit/ DTIC B-BBEE

Bid Prices

- 2.3 Prices indicated on the Price Schedule shall be the total price of services including, where applicable:

- All duties and other taxes;
- The price of transportation, insurance, and other costs incidental to the delivery of the services to their final destination;

- The price of any other incidental services required in terms of the tender deliverables;
- 2.4 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account.
- 2.5 A bid submitted with a variable price quotation will be treated as non-responsive and rejected.
- 2.6 Prices shall be quoted in South African Rands.
- 2.7 The Department has limited resources and bids must be competitive, with market-related pricing, as this will be one of the deciding factors in the final award of the contract.

Period of Validity of Bids

- 2.8 Bids shall remain valid for 90 days after the closing date of the bid prescribed by the Department. A bid valid for a shorter period shall be rejected by the Department as non-responsive.
- 2.9 In exceptional circumstances, the Department may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. A Bidder may refuse the request. A Bidder granting the request will not be required nor permitted to modify its bid.

Format and Signing of Bid

- 2.10 The Bidder shall prepare one copy of the Technical Bid and Financial Bid separately, clearly marking each "Original Technical Bid" and "Original Financial Bid", as appropriate.
- 2.11 The original bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the bid, except for un-amended printed literature, shall be initialed by the person or persons signing the bid.
- 2.12 Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- 2.13 Faxed or emailed or hardcopy bids will not be accepted. **Bid response documents must be submitted online on the eTender portal.**
- 2.14 Non-compliance with online bid submission WILL invalidate the bidder's response.

Closing Date of Bids

- 2.15 Bids (Technical and Financial) must be received through e-submission as specified under clause 2.13 above.
- 2.16 The Department may, at its discretion, extend this deadline for submission of bids by amending the bid documents in which case all rights and obligations of the Department and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

Late Bids

2.17 No bids will be received after the deadline for submission of bids.

Modification of Bids

2.18 No bid may be modified subsequent to the deadline for submission of bids.

3. EVALUATION OF BIDS

Clarification of Bids

3.1. During evaluation of bids, the Department may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing.

Preliminary Examination

3.2. The Department will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract and Technical Specifications and whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.

3.3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, its bid may be rejected.

3.4. If a bid is not responsive and not fulfilling all the conditions of the Contract and not meeting Technical Specifications, it will be rejected by the Department and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

Evaluation and Comparison of Bids

3.5. The Department will evaluate and compare the financial bids only of those Bidders whose Technical Bid has been accepted by the Department.

3.6. The Department's evaluation of a financial bid will take into account information to be provided on the SBD 3 and/ or pricing schedule/ fee structure where applicable.

Contacting the Department

3.7. Subject to clause 3.1 above, no Bidder shall contact the Department on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the bidder wishes to bring additional information to the notice of the Department, it should do so in writing.

- 3.8. Any effort by a Bidder to influence the Department in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

4. **AWARD OF CONTRACT**

Post qualification

- 4.1. The Department will determine to its satisfaction whether the Bidder that is selected as having submitted the highest evaluated responsive bid meets the criteria specified in these documents, and is qualified to perform the contract satisfactorily.
- 4.2. The determination will take into account the Bidder's financial, technical and production capabilities. It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the bidder, as well as such other information as the Department deems necessary and appropriate.
- 4.3. An affirmative determination will be a prerequisite for award of the Contract to the Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Department will proceed to the next highest evaluated bid to make a similar determination of that Bidder's capabilities to perform the contract satisfactorily.

Department's right to vary Quantities at Time of Award

- 4.4. The Department reserves the right at the time of Contract award to increase or decrease the quantity of the services originally specified in the Terms of Reference without any change in unit price or other terms and conditions.

Department's right to accept or reject any or all Bids

- 4.5. The Department reserves the right to:
- Accept or reject all or individual items of this bid;
 - Accept one or more bids submissions reject individual items;
 - Request clarification or further information regarding any item in the Proposal;
 - Request further information from any bidder after the closing date;
 - Accept a bid that may not reflect the lowest pricing;
 - Consider any bid that may not conform to any aspect of this bid;
 - Annul the tender process and reject all bids at any time prior to contract award;
 - Consider such alternate services, terms or conditions that may be offered, whether such offer is contained in a Proposal or otherwise;
 - Award the contract or any part thereof to one or more bidders; without thereby incurring any liability to the affected Bidder or bidders.

Notification of Award

- 4.6. Prior to the expiration of the period of bid validity, the Department will notify the successful bidder in writing that its bid has been accepted.
- 4.7. The notification of award will constitute the formation of the Contract.

Signing of Contract

- 4.8. At the same time as the Department notifies the successful bidder that its bid has been accepted, the Department will send the bidder the Contract Form provided in the tender documents, incorporating all agreements between the parties.
- 4.9. Within 2 days of receipt of the Contract Form, the successful bidder shall sign and date the Contract Form and return it to the Department.

Termination of Service

- 4.10. In case of any failure to comply with any of the conditions of the contract or unsatisfactory rendering of service, the stipulation of the General Conditions of Contract and the Special Conditions of Contract, shall be applicable.
- 4.11. Should the Department, after a reasonable period of notice, of not less than seven days, in writing, depending upon the circumstances, call upon the service provider to comply with any of the conditions and should he/she fail to do so, the Department shall, without prejudice to any of its rights be entitled to cancel the contract, and to claim from the service provider any damage or loss that might have been suffered, including any additional expense incurred by it having either to invite fresh bids or to accept any less favourable bid.

Unsatisfactory Performance

- 4.12. Failure to comply with the conditions of the contract, the Department shall be entitled, without prejudice to its other rights, to cancel the contract in terms of the General Conditions of Contract. Delays beyond time limits and timeframes agreed upon between the parties. Failure to meet the performance standards indicated in the contract

Assignment

- 4.13. The contractor shall not, without prior written authority of the Department, cede, assign or transfer its rights or obligations in respect of this contract or any part thereof or any share of interests herein, directly or indirectly, to any person, firm or organization whatsoever.



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

DHA03-2026

THE APPOINTMENT OF A SERVICE PROVIDER(S)/JVs/CONSORTIUMS FOR THE DIGITISATION OF CIVICS SERVICES, IMMIGRATION AND OTHER DEPARTMENTAL RECORDS THROUGH SITA RFB CONTRACT 1183 FOR A PERIOD OF 36 MONTHS.

CLOSING DATE AND TIME OF BID:

30 April 2026 at 11h00

Bidders are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:

Date and time: Monday, 13 April 2026 at 13h00 to 14h00

Link to the virtual meeting

<https://teams.microsoft.com/meet/38193933441743?p=yOT5NCCUFlIBFm0Tn2>

DISCLAIMER

The Department of Home Affairs (DHA)'s bid documents and tender processes are free of charge. DHA will not call or send any official to demand payment for tender services.

Be advised that all tender notices, bids received, and awards are published on www.dha.gov.za & www.etenders.gov.za

The Department requests all suppliers and the business communities out there to be vigilant around matters of procurement, and if in doubt, do not hesitate to contact the contact persons on the relevant procurement document or the department.

BID VALIDITY PERIOD: 90 DAYS

Department of Home Affairs

Supply Chain Management

TERMS OF REFERENCE

OBJECTIVES

1. The objectives (aim) of this tender are:
 - To invite bids from suitable service provider(s) for the Digitisation of Civic Services, Immigration and other Departmental Records project in the Department of Home Affairs (DHA).
- A. The services required will comprise of the following:
 - a) Prepare a detailed action plan for the project.
 - b) Prepare a detailed workflow process in the case where it does not exist.
 - c) Manage the fully equipped digitisation centres at DHA sites.
 - d) Scan and digitise records and documents.
 - e) Quality check and validate output produced.
 - f) Archive and file the original records and documents.
 - g) Provide regular reports.
 - h) Provide training and capacity building at various levels, including technical user training.
 - i) Supply hardware and software, extended warranties and maintenance contracts.
 - j) Maintain and support the digitisation system and equipment.
 - k) Employ, manage and support human resources, inclusive of the young graduates already employed and those still to be recruited for this project.
 - l) Provide a Project Management Office responsible for the project and all its work streams.
- B. The aim of the terms of reference is:
 - (a) To attain maximum future benefit for the Graduates, the Department, its clients and stakeholders as a critical enabler to digital transformation in the public service.
 - (b) To enhance Graduates employability through work exposure and training, thereby equipping learners with skills, values, behaviour and attitude toward sustainability beyond the project.
 - (c) To go paperless and improve accessibility and availability of the Civic Services, Immigration Services and other departmental records.
 - (d) To enhance the ability of searching and retrieving of Civic Services, Immigration and other records documents.
 - (e) To provide digitisation training and manage Graduates for a period of thirty-six months.
 - (f) To adopt a catalytic approach in the digital transformation of the Department, while addressing Graduates unemployment and enterprise development.

BACKGROUND

2. The digital transformation journey at the Department of Home Affairs has begun with the digitisation of Civics records from paper, books and microfilm to digital.

3. After a period of planning, provisioning and initiating, the process of digitising Civics records is now fully operational with established infrastructure, processes and people. With the original Digitisation of Civics Records contract nearing its expiry, the Department of Home Affairs has managed and delivered the requirements under the Terms of Reference of the initial tender, including:
- Four fully equipped digitisation centres (Brits, Silverton, BVR and Church Square)
 - Scanning and validation of records
 - Archiving of original documents
 - Training of Graduates
 - Fully developed workflow and business process per digitisation hub and media type
 - Fully developed Human Resources SOPs based on DHA policies
4. To ensure uninterrupted service, preserve and further the gains achieved, the DHA now invites bids from qualified Service Providers to assume responsibility for the ongoing operation, maintenance, support and reporting of the existing digitisation project, its related technologies and staff.
5. It is important to note the following principles, which will apply in this tender:
- a) This tender will be awarded with a 36-month contract, with an option to extend for a maximum of 24 months.
 - b) All IT infrastructure and digitisation equipment was bought by and belongs to DHA.
 - c) All services are delivered at DHA-provided buildings on DHA-owned infrastructure and equipment.
 - d) Should any new equipment be required, it must match existing equipment to ensure continuity. (See Annexure A for existing equipment specifications)
 - e) Should any additional software be required, it must be the same as existing software to ensure continuity and be in line with the DHA's document management and ECM goals and objectives. (See Annexure B for existing software specifications)
 - f) Service Provider will be required to extend the maintenance agreements and warranties on existing software and hardware that is in use and owned by DHA. (See Annexures A & B for existing hardware and software specifications)
 - g) Service Provider will need to maintain and operate according to SOPs and workflows as defined by the Department, and which all staff have been trained in accordance with.
 - h) Existing staff are to be taken over and employed by the Service Provider. The Service Provider becomes the employer. (See Annexure C for current staff numbers and stipends payable)
 - i) To ensure a smooth transition and uninterrupted production/operations, the Service Provider will need to resume operations within 1 month of appointment, after a structured handover by the incumbent.

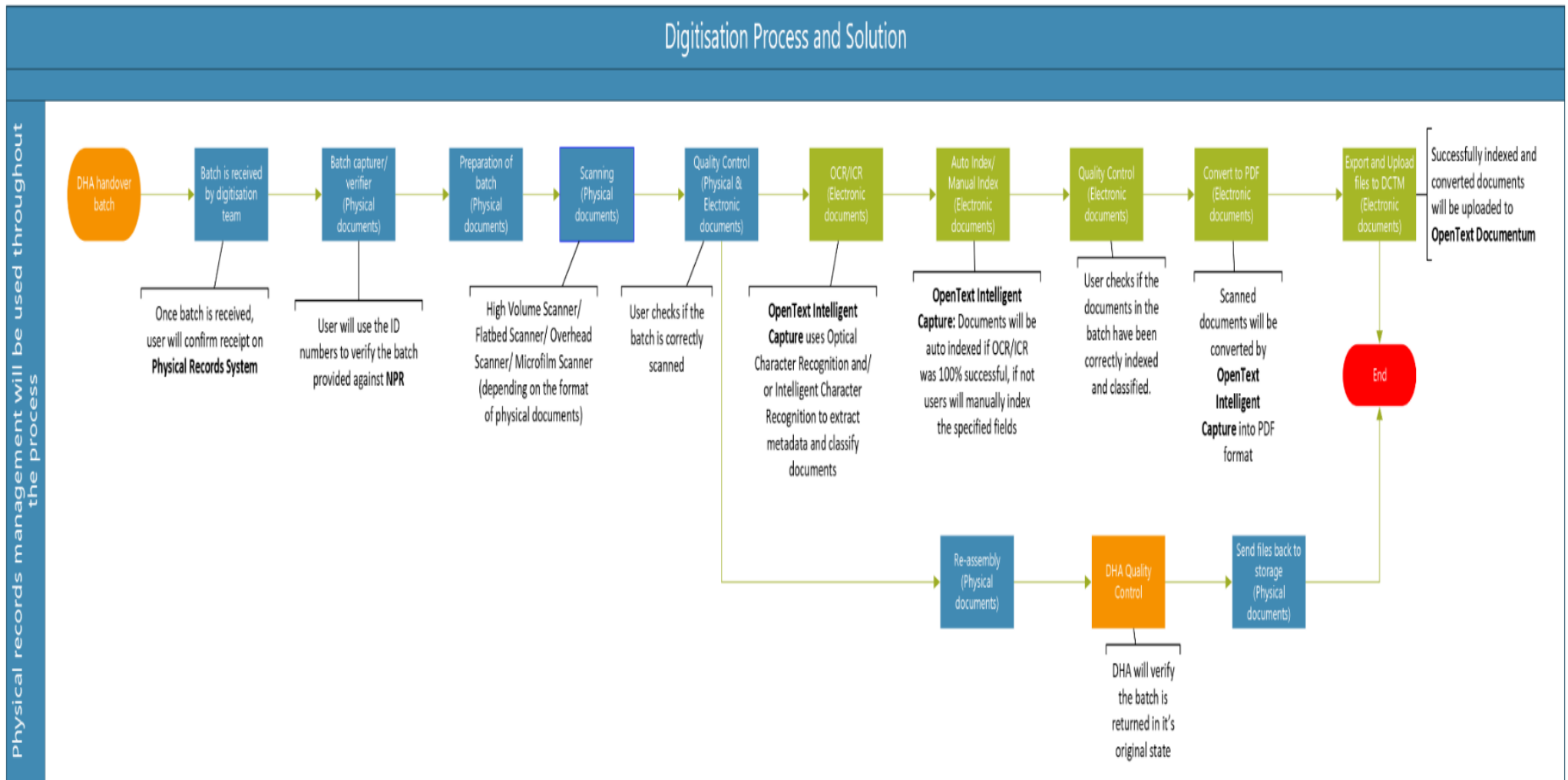
INTRODUCTION

- The DHA as the custodian of the National Population Register (NPR) in the Republic of South Africa, has a mandate and purpose to ensure efficient and accessible services and documents for citizens and lawful residents. This entails the systematic maintenance of the NPR including the management of birth, marriage, amendments and death paper records, as well as identity documents.
- As such, the Department plans to convert all related records through digitising hard copy records to electronic format for easier handling, search, retrieval, storage and archiving thereof and subsequently embarked on a project for this purpose. This project will enable the optimum realisation of its core mandate and as such records will be easily accessed for service delivery purposes.
- Therefore, this Terms of Reference (ToR) addresses the digitisation of all births, marriages, deaths and amendments records which constitute the inception of clients' identity. These categories of records form the basis of administration of other subsequent enabling documents such as identity documents, passports and citizenship. Digitisation of these records will ensure the attainment of integrity of the NPR as digital records are more secured than paper-based records.
- The Department has more than 340 million paper records, however a decision was taken to prioritise the digitisation of records relating to birth, marriage, death and amendments. The identified category of records dates back from the early 1800s which necessitate care and reliable systems that will bear tolerance for digitisation purposes. These records accumulate daily depending on the volume of applications received. It should be mentioned that the Department registers more than a million births per annum and this further affects the growth of the current 340 million records. One record has an average of nine (9) pages.
- The other Departmental records to be digitised are as follows:

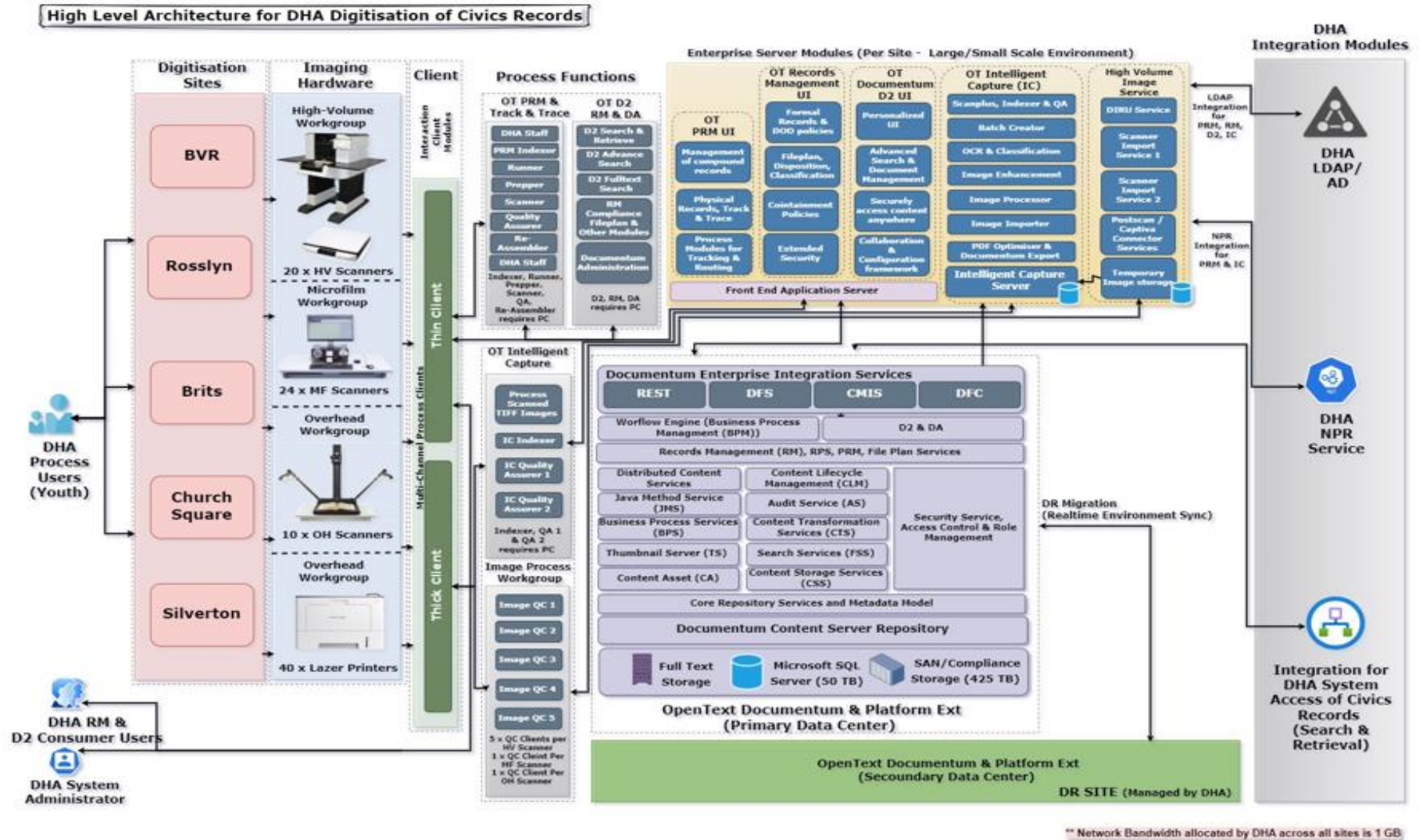
Branch/Section	Number of files
Asylum Seeker Management	1 500 000
Deportation (including Lindela)	192 130
Central Law	500
PRP Prior to 2009	200 000
Exemption (SADC)	5 000 000
PRP from missions	900 000
PRP Waiver	5 000 000
Registers	100 000
Missions Appeals	100 000
Waivers	250 000
Legal Services	4 860 000
Flimsy	45 000 000

- Currently, the Department uses a records management system, which is mainly paper based. This paper-based records management system is characterised by inherent challenges that require investing in physical records storage, records wear and tear, misfiling and risk of complete loss of records in the event of disaster.
- Digitisation of records will improve operational efficiency as currently records-retrieval requires constant manual labour and continuous handling of paper records which are prone to associated risks such as damage and misfiling / placement. This practice presents a hazard to the quality of records and may impact the credibility of the NPR and the records management system.
- Moreover, the scope of these paper-based records range includes Births from 1868, Marriages from 1700 and Deaths from 1888.
- The Department later embarked on digitisation of its records on the Electronic Document Management System (EDMS). The EDMS system has fifty-nine (59) million records comprising Births, Marriage and Death records.
- The subsequent initiative undertaken by the Department to improve the accessibility of records was in partnership with Statistics South Africa between 2016 and 2018 to digitise Civics records.
- The proposed digitisation of records will scan, index, store, retrieve and archive the records in a central repository.
- Since 2023 the Digitisation of Civic Records project has digitised all microfilm records and is well underway with the digitisation of paper and bound records.
- The project seeks to contribute to employment creation goals and strategic priorities of the Presidential Employment Stimulus (PES) by acquiring up to Graduates for a period of three years. This Project aims to enhance employability of Graduates, thereby reducing the unemployment rate. This will contribute to both improved service delivery and Graduates enhancement and development.
- The project will ultimately provide downstream opportunities including data analytics and insights towards a Capable State by leveraging on the following drivers of change:
 - Social - addressing Graduates unemployment and associated social challenges.
 - Business and economic - collaborating with the public and private sector towards digitisation of the records which will enhance the Department's reputation with credibility of big data, improvement of investor confidence and support of projects such as the Presidential Economic Stimulus.
 - Governmental - The project will serve as a baseline for other key service delivery improvement plans in national departments such as SASSA, all of which will contribute towards enhancing credibility of the SA Government.
 - Technological - Digital disruption and downstream opportunities will be enhanced.
 - Legal - Improved turnaround times in the provision of face value documents will decrease the litigation portfolio within the Department.
 - Natural environment - Digitisation of records will promote operations in a paperless environment.

Conceptual view of the existing Digitisation Workflow Process



The diagram above depicts the general digitisation process flow which must be managed and maintained by the successful Service Provider



SCOPE AND EXTENT OF THE TENDER

6. The successful bidder(s) will be expected to execute and conduct the following tasks for/ provide the following services/items to the Department:

- The requested services from the service provider will comprise of but not be limited to the following:
 - A. Preparing a detailed action plan for the digitization project:**
 - (i) The Service Provider will be responsible to electronically capture all the records/files handed to them, in preparation for digitisation (batch preparation).
 - (ii) DHA staff will hand over the records to be scanned to the service provider in batches.
 - (iii) The Service Provider shall return the documents to the DHA staff in the same form after scanning.
 - (iv) The Service Provider will be responsible for restoring any damaged records before scanning commences.
 - (v) The Service Provider will also be responsible for restoring documents damaged during the scanning process due to poor handling before returning them to DHA.

The action plan shall include:

- (i) A detailed work plan for the digitisation of records process with milestones and timelines.
- (ii) The work plan shall be approved by the delegated authority within the Department.

B. Preparing a detailed workflow in line with SOPs provided by the Department including:

- (i) Collection of records from different DHA Warehouses to digitisation sites.
- (ii) How to secure documents in transit and on premise before and after digitisation.
- (iii) Document preparation: unbinding, repairing, rebinding, restoring, removing staples etc.
- (iv) Scanning process or approach.
- (v) Quality control: steps for ensuring optimum quality of the scanned documents.
-The documents should be the exact replica of the original document received.
- (vi) Naming the documents following a naming convention specified by DHA
- (vii) Data capturing process.
- (viii) Indexing of records.
- (ix) Security codes / encryption enabled codes for each record
- (x) Integration of digitized content with DHA systems.
- (xi) Digitization software, OCR and related licences.
- (xii) Quality assurance of the digitised records.
- (xiii) Retrieval of records and archiving software
- (xiv) Training & capacity building of identified staff in the DHA.
- (xv) Job related training for the Graduates.

- (xvi) Employment, management and support (payroll, time and attendance, performance management) of the Graduates.
- (xvii) Implement an approved file plan by DHA before the execution of the project.

C. Manage fully equipped digitization centre(s) at DHA digital sites to carry out the project

The service provider is expected to provide professionally qualified and experienced resources to oversee:

- (i) Document preparation, unbinding, scanning and rebinding must be done within DHA premises.
- (ii) Maintain existing digitisation hardware (e.g., scanners, printers, etc.), including on-site for the duration of the project.
- (iii) Maintain and manage the existing software for the digitisation project.
- (iv) Provisioning of software maintenance and professional services for all software used on the digitisation project for the duration of the project.

D. Scan and digitize documents

- (i) DHA Standard Operating Procedures (SOP) are to be maintained and managed at all digitisation sites.
- (ii) The Service Provider will be required to implement restoration processes for damaged bound historic records, in accordance with international preservation guidelines and standards.
- (iii) The Service Provider will be responsible for providing the necessary stationery for the scanning process, as detailed in Annexure D.

E. Indexing of the digitized documents

- (i) The Service Provider must ensure the proper indexing of the scanned documents by maintaining and managing the SOPs developed for indexing and using the OpenText Intelligent Capture software that is currently in use.
- (ii) The Service Provider will be required to manage and maintain the integration and successful delivery of indexed images from OpenText Intelligent Capture to OpenText Documentum.
- (iii) The Service Provider shall deliver professional services throughout the project's duration to ensure that every document type designated for digitisation is properly configured, indexed and accommodated in a timely manner.

F. Quality Assurance and Control

- (i) The quality check and validation of the output produced will be performed by the Service Provider, according to existing SOPs. This will be done to ensure that the desirable quality is achieved on elements including dispatch, receiving, preparation, barcoding, scanning, data capturing, indexing, searching and retrieval.

G. Return of the original documents

- (i) The Service Provider will be required to provide and
- (ii) manage the logistical requirements associated with the movement of records between DHA sites and the digitisation sites according to existing SOPs. Original documents will be returned by the Service Provider on a batch basis, for archiving by the DHA. Under no circumstances shall the documents be changed, destroyed or replaced by any other documents.

H. Data Management and Analytics Platform Maintenance

- (i) The service provider must support and maintain the current Leggero Data Management and Analytics Platform (Leggero DMAP) and the DCE-Task Management (DCE-TM) system. These solutions are crucial for our digitisation data management, analytics, and task management capabilities.
- (ii) The Leggero DMAP allows us to store, access, homogenise and analyse data from various sources, while the DCE-TM system enables efficient task assignments, team collaboration, and workflow optimisation. The Real-time Analytics of Digitisation Operations and Outcomes solution provides valuable insights into our digitisation operations through comprehensive dashboards.
- (iii) Leggero DDS is used for importing data into DCE and Leggero DMAP at various touch integration touchpoints. We require ongoing support and maintenance to ensure the continued functionality and optimisation of these systems, including troubleshooting, updates and enhancements as needed. This will enable us to maximise the benefits of these solutions and drive organisational productivity and success.

I. Reporting

Inception Report

- (i) It is due within one month after the start of the assignment. The inception report will make a detailed proposal for the framework of implementation of the digitization project. The report will take into consideration ongoing digitisation operations and DHA SOPs.

Monthly Progress Report

- (i) The Monthly Progress Report will describe all activities performed and results achieved **within the** reported period. It will report the state of planned / implemented activities and assess their results' implications on the implementation of the Project.
- (ii) The Monthly Progress Report must have two dedicated chapters on quality control and return of original documents titled respectively as Monthly Quality Control Report and Monthly Return Report of Original Documents.
- (iii) Each Monthly Progress Report must be accompanied by the digitized content or number of records digitised.

- (iv) Each Monthly Progress report will also document any project risks, and mitigation strategies that have been identified in a Risk Register.

Draft final report

- (i) One month prior to the end of the project, a draft final report detailing all activities performed and results achieved must be submitted to DHA.
- (ii) Moreover, the report will include recommendations for further developments of the project, and highlight steps to be taken by DHA should additional work need to be performed.

Report on Equipment Specifications

- (i) If any additional hardware and/ or software is procured, the Service Provider will update the Technical Architecture documentation.

Final Closure Report

- (i) The Service Provider shall provide a final close-out report ten (10) days after the contract expiry. This has bearing on the final payment or invoice.

J. Report Submission Guidelines

- (i) All reports should include two hard copies along with one electronic copy must be submitted to DHA as per time schedule.
- (ii) All comments made by DHA will be given not later than two weeks after receipt of all reports.
- (iii) In addition, and if necessary, on an ad hoc basis, the service provider shall report on all circumstances that might jeopardise the achievement of the overall objective and the project results.
- (iv) Format of all reports shall be discussed and agreed with the DHA.

K. Provide training & capacity building

Four types of training will be provided by the service provider:

Management Training

- (i) DHA officials will be included in this category. The objective of this training is to ensure overall understanding of the operation of the digitisation system. Management training will include, but not limited to the following areas:
 - a) Presentation on the overall concepts of the Digital Archiving of files and its scope and benefit.
 - b) Introduction to software/database/security concepts
 - c) Hands on training on the basic system functionality
 - d) Demonstration on Operation of the digitisation (hardware, software and firmware) and storing processes.

- e) Hands on training on how to use the software to extract MIS reports and its use as decision support, or monitoring tools.

End user Training

- (ii) This group will consist of DHA officials who will keep the digitisation system running. End user training will include, but not limited to the following areas:
 - a) Presentation on the overall concepts of the Digital Archiving of files and its scope and benefit.
 - b) Demonstration on Operation of the Scanning and storing process.
 - c) Hands on training on the specific area.
 - d) Disaster Recovery plan.

Technical Users Training

- (i) A technical team is required to maintain the system and provide prompt support to the end users. The service provider will train DHA Information Services (IS) officials for smooth operation of the digitization software before the expiry of the maintenance phase.
- (iii) IS Branch officials will work as system administrator/database administrator, programmer, web master etc. Technical Users training will include, but not limited to the following areas:
 - a) Complete solution for an archiving application development.
 - b) Digital archiving administration.
 - c) Software trouble shooting
 - d) Records security protocols
 - e) System security protocols
 - f) Search and retrieval protocols
 - g) Hardware required for efficient operation.
 - h) Software and hardware updates that will be required.
 - i) System Administrator roles.
 - j) Advanced areas of archiving technology.
 - k) System design and architecture.
 - l) System integration.

Project roll-out employee training

- (i) A team of Young Graduates will need to be trained on the job by the Service Provider. Graduates training will include, but not limited to the following areas:
 - a. Document preparation
 - b. Dispatching
 - c. Receiving

- d. Barcoding
- e. Scanning
- f. Data capturing
- g. Indexing
- h. Quality Assurance and Control
- i. Records security
- j. Complete understanding of the digitisation process and the technology employed.
- k. Complete solution for an archiving application Development from input to retrieval of data.
- l. Digital archiving administration
- m. Software trouble shooting
- n. Advanced areas of archiving technology
- o. QA processes
- p. Security Protocols
- q. POPI Act training.

Prepare User Manual(s)

- (i) User manuals (in English) incorporating training areas for end user training will be supplied by the service provider during the training.
- (ii) In addition, soft copies of presentation slides and other audio visuals must be provided by the service provider.

L. Supply Hardware and Software Warranties and Maintenance Contracts

- (i) Procurement of extended warranties on the specialised digitisation hardware currently in use.
(Refer to Annexure A)
- (ii) Procurement of applicable digitisation software maintenance contracts. (Refer to Annexure B)

M. Provide IT maintenance and support, including

- (i) Maintenance and support of specialised digitisation hardware and software will be the responsibility of the Service Provider for the duration of the project.
- (ii) The Service provider shall provide general IT related services on project desktop support, backup and disaster recovery services.

N. Manage and support Human Resources

The Service Provider will be responsible for:

- (i) Employment of Graduates (inclusive of these already employed), including monthly payment of stipends.

- (ii) Continuous training and support for Graduates to be employed or already employed in the project.
- (iii) Performance Management
- (iv) Exit Management
- (v) Time and attendance management.
- (vi) Administration of the Graduates.
- (vii) Facilitate training programs and schedules with DHA training partners.
- (viii) Occupational Health and Safety procedures.
- (ix) Disciplinary management.
- (x) Enforcement of conditions of employment.

O. ICT Infrastructure Maintenance and Support Services as relates to the Digitisation Project at Digitisation Centres other than BVR.

Support Services

This will involve performing reactive support activities according to the approved ITIL processes in line with ISO/IEC 20000 standard in all ICT infrastructure.

This will also involve performing routine proactive work on the ICT Infrastructure on all platforms. This includes, but not limited to Systems Administration, Database Administration, Backup & Restore Operations, Configuration Management, Change Management, Uptime or Availability Management, User Account & Registrations, Software and Hardware Testing and Validation, Current and New Software Deployment (inclusive but not limited to Software upgrades), Capacity Management and Security Management, according to the approved ITIL processes.

Maintenance Services

Maintenance Services is seen as a pro-active approach to preventing problems and / or recurring incidents from happening, reducing risks, and maximising the uptime of the infrastructure components so that the required service availability levels are achieved.

This will involve performing routine maintenance (weekly, monthly and quarterly) on all technology platforms including preventative, adaptive and corrective maintenance activities in line with DHA standards, OEM guidelines/recommendations and best practices.

The successful bidder will be expected to execute and conduct the following tasks / provide the following services / items to the Department:

Server Maintenance & Support

- (i) **Server Provision & Configuration:** Perform the provisioning and configuration of physical or virtual servers, including their setup and deployment, in accordance with business requirements.
- (ii) **Server Monitor & Performance:** Perform continuous monitoring and management of server health, performance, and resource usage to ensure optimal operation.
- (iii) **Patch Management & Update Management:** Perform regular patching and updates of server operating systems and firmware to maintain security and ensure optimal performance.
- (iv) **Server Backup and Recovery:** Perform scheduled and on-demand server backups with provision for rapid recovery to ensure data protection and business continuity.
- (v) **Server Security Management:** Implement server-level security controls to safeguard systems against potential threats and vulnerabilities.
- (vi) **Server Administration and User Management:** Perform day-to-day administration of server roles and manage user group access to ensure secure and efficient system operations.
- (vii) **Incident & Problem Management:** Handle and resolve server related incident and recurring problems to maintain system stability and minimise downtime.
- (viii) **Change & Configuration Management:** Implement controlled changes to the server infrastructure in accordance with change and configuration management procedures.
- (ix) **Visualisation Support:** Provide support for virtual machines and hypervisor platforms such as VMware and Hyper-V to ensure optimal virtualisation performance.

Network Maintenance and Support

- (i) **Network Monitoring and Management:** Perform proactive and continuous monitoring and management of network components to detect faults, measure performance and ensure optimal operation of all infrastructure elements.
- (ii) **Network Monitoring and Management:** Identify, log, diagnose, and resolve network-related incidents promptly to maintain service availability and performance.
- (iii) **Network Configuration Management:** Manage and maintain version control of network device configurations to ensure consistency, traceability, and stability across the network environment.
- (iv) **Firewall and Security Appliance Management:** Administer and monitor firewalls, intrusion detection/prevention systems (IDS/IPS), and related security devices to protect network boundaries.
- (v) **Wireless Network Support:** Provide support and management of enterprise wireless infrastructure to ensure stable and secure connectivity across user environments.
- (vi) **VPN Services (Remote Access and Site-to-Site):** Provision and maintain Virtual Private Networks (VPN) to enable secure communication between remote users and sites.
- (vii) **Network Performance and Capacity Management:** Measure and optimise network performance and capacity to ensure compliance with SLAs and support future growth.

- (viii) **Network Asset and Inventory Management:** Perform centralised tracking and lifecycle management of network hardware and software assets.
- (ix) **Network Documentation and Reporting:** Create and maintain accurate network documentation to support operations, troubleshooting, and audits.

Security Operation Centre (SOC) Services

- (i) **Security Log Management:** Perform centralised collection, storage and analysis of security logs to support compliance and threat detection. Retain logs for 90 days.
- (ii) **Security Event Monitoring:** Continuous 24x7 monitoring of security events and logs to identify suspicious or malicious activity.
- (iii) **Threat Intelligence Integration:** Integrate threat intelligence feeds to enhance detection capabilities.
- (iv) **SOC analyst support:** Provide analyst support including triage, investigation, and escalation based on incident complexity.
- (v) **Thread Hunting:** Conduct proactive threat hunting to identify hidden threats that evade traditional security tools.
- (vi) **Compliance and Audit support:** Support regulatory and audit requirements by ensuring SOC processes and data comply with relevant standards.
- (vii) **SOC Reporting and Metrics:** Generate dashboards, KPIs, and executive reports to provide visibility into SOC performance.
- (viii) **Vulnerability Management:** Provide vulnerability scanning for internal and external hosts and applications.
- (ix) **Security Awareness and Phishing Monitoring:** Monitor user-reported phishing incidents and implement a security awareness solution to enhance the organisations security culture.
- (x) **Incident Detection and Response:** Identify, classify, and respond swiftly to confirmed or potential security incidents. All services delivered 24x7.

Penetration Testing Services

- (i) **External Network Penetration Testing:** Conduct external network penetration testing by simulating attacks on public-facing systems such as firewalls, web servers, and VPNs to identify internet – exploitable vulnerabilities.
- (ii) **Internal Network Penetration Testing:** Perform internal network penetration testing to assess systems from the perspective of an insider or a compromised endpoint within the network perimeter.
- (iii) **Wireless Network Penetration Testing:** Conduct wireless network penetration testing to evaluate the security of wireless infrastructure, access points, and authentication mechanisms.

- (iv) **Penetration Testing Reporting and Risk Advisory:** Deliver actionable penetration testing reports tailored to technical and business stakeholders, along with risk advisory guidance to reduce exposure.

Patch Management

- (i) **Patch Inventory and Assessment:** Identify all systems, applications, and devices requiring patching.
- (ii) **Patch Identification and Evaluation:** Monitor vendors and security bulletins for newly released patches.
- (iii) **Patch Testing:** Test patches in a controlled, non-production environment to assess impact and compatibility and ensure patches do not introduce new issues or conflicts.
- (iv) **Patch Approval and Scheduling:** Approve patches based on test results and business priorities and schedule deployment times to minimise disruption to operations.
- (v) **Patch Deployment:** Deploy approved patches to all applicable systems using automated or manual tools.
- (vi) **Rollback Planning and Execution:** Prepare rollback procedures in case patches cause issues.
- (vii) **Verification and Validation:** Verify that patches have been successfully applied.
- (viii) **Reporting and Documentation:** Document all patch activities, including tested, applied and failed patches.
- (ix) **Exception and Risk Management:** Manage systems or patches that cannot be applied due to business or technical reasons.
- (x) **Compliance Monitoring:** Ensure all systems meet internal patch compliance standards.

SPECIAL CONDITIONS OF CONTRACT

- 7. To achieve the above, the successful bidder will be required to meet the following requirements:
 - i. The Bidder shall not, either during the bid preparation or contract execution, recruit or attempt to recruit any employee of the Department of Home Affairs.
 - ii. The Bidder must be an Original Software Manufacturer (OSM) to sell, implement, and maintain all the software referenced in the Terms of Reference (TOR) (Annexure B) – Proof of OSM certification/letter must be provided.
 - iii. The Bidder must provide technical staff that are certified by the Original Software Manufacturer (OSM) to maintain and implement the software referenced in the ToR (Annexure B) – Proof of technical staff OSM certification must be provided.
 - iv. The Bidder must be accredited by the Original Equipment Manufacturer (OEM) to sell, implement, and maintain all the hardware referenced in the ToR (Annexure A) – Proof of OEM certification/letter must be provided.

- v. The Bidder must provide technical staff that are certified by the Original Equipment Manufacturer (OEM) to maintain and implement the hardware referenced in the ToR (Annexure A) – Proof of technical staff OEM certification must be provided.
- vi. The Bidder must have a proven track record in successfully digitising analogue media in fragile bound, microfilm, and paper formats. To support this, the Bidder must provide a signed, dated and contactable reference letter on a client's letterhead confirming their experience in this area.
- vii. The Bidder is required to have managed payroll operations for at least three thousand (3 000) employees. To support this, the Bidder must provide a signed, dated and contactable reference letter on a client's letterhead confirming their experience in this area.
- viii. The Bidder is required to be registered with the ETDP SETA to provide NQF Level 4 training in Further Education and Training Certificate: Archives and Records Management.
- ix. The Bidder is required to be registered with the MICT SETA to provide NQF Level 5 training in National Certificate: Information Technology: System Support.
- x. The Bidder is required to have project management lead/programme manager registered with the Project Management Institute and provide proof thereof.
- xi. The Bidder is required to have a Programme Manager who has managed complex projects and has a certification in Complexity Management such as Systems Thinking or System Dynamics.
- xii. The Bidder is required to be accredited on the SITA RFB 1183/2022 for the following services:
 - A. ICT Management Services
 - 1. ICN no.81112011-0001 ICT Management Services – Technical Management
 - 2. ICN no. 81112011-0005 ICT Management Services – Project Management
 - B. BUSINESS SOLUTION MANAGEMENT SERVICES
 - 1. ICN no. 81112011-0044 Business Solution Implementation – Operational Procedure Development
 - C. APPLICATION DEVELOPMENT SERVICES
 - 1. ICN no. 81112011-0045 Application Development Services – Analysis Services
 - 2. ICN no. 81112011-0046 Application Development Services – AI, IoT, DevOps and Integration Provision Services
 - D. ICT SERVICE SUPPORT MANAGEMENT
 - 1. ICN no. 81112011-0050 ICT Services Support Management - Incident Management
 - 2. ICN no. 81112011-0051 ICT Services Support Management - ICT Configuration Management
 - 3. ICN no. 81112011-0052 ICT Services Support Management - Performance and Capacity Management
 - 4. ICN no. 81112011-0053 ICT Services Support Management - Change and Release Management
 - E. DATA CENTRE SERVICES

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1. ICN 81112011-0057 Data Centre – Software Support and Maintenance
 2. ICN 81112011-0058 Data Centre – Database Support and Maintenance
- F. COMMUNICATION NETWORK
1. ICN 81112011-0063 Communication Network – Network Monitoring and Management.
- G. LAN AND DESKTOP SERVICES
1. ICN 81112011-0066_ LAN and Desktop – LAN Planning and Design
 2. ICN 81112011-0067_ LAN and Desktop – LAN Support
 3. ICN 81112011-0068_ LAN and Desktop – LAN and Desktop Support

Annexure A – Hardware

Brand and Model	Product description	Quantity
Avision FB 5000	A3 Flatbed Scanner	32
InoTec SCAMAX 821	High-Volume (300ppm) sheetfed scanner	20
InoTec SCAMAX 631	High-Volume (210ppm) sheetfed scanner	4
Zeutschel OS A	A3 Over Head scanner	10
Zeutschel OM Mini	Microfilm Scanner	24

Annexure B – Software Licenses

Material number / Serial number	Product description	Quantity
OpenText Licenses		
1000006644	Intelligent Capture Enterprise Server Bundle w/Advanced Recognition 1M PPY =IA	15
*1000005704	Captiva EntSvr+AdvRcg T/D 100KPPY NC=IA	15
*1000005694	Captiva SDK NC=IA	15
*1000005702	Captiva Enterprise Server + Advanced Recognition 1M PPY=IA	15
*1000005688	Captiva ScanPlus Module (Standard) NC=IA	15
*1000005690	Captiva Attended Client NC=IA	15
1000005718	Intelligent Capture Server Volume w+ Advanced Recognition	6000

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Material number / Serial number	Product description	Quantity
	Volume +100K PPY =PA	
1000005710	Intelligent Capture Attended Client =UB	4000
1000005714	Intelligent Capture ScanPlus Client =UB	200
1000005674	DOCUMENTUM D2=UA	1200
*1000050959	D2 Mobile Component	1200
*1000030316	AppWorks Application Gateway On Prem Discrete	1200
*1000006554	Documentum D2	1200
1000005154	Content Trans Services Documents=ZA	2
1000043003	Content Connect=UA	1200
1000028666	Brava! for Documentum Asset Ops All-In-One SKU: Doc/ Image/CAD, All Features	1200
*1000028057	Brava! Enterprise Job Processor with add-on: 3D HTML	1200
*1000028337	Brava! for Documentum D2C	1200
*1000028661	Brava! for Documentum D2 Server, All features, CAD formats Only	1200
1000042468	Documentum Certified Records Manager = UA	500
1000042469	Documentum Physical Records Module = UA	500
IBML Capture Suite Licenses		
250-00070-5	iCS Quality Control x 5 License	10
250-00037	Data & Image Retention Utility	3
250-00065-S	PostScan w/Searchable PDF	10
250-00069	Scan Off-Line Job Development	3
250-00056	Scan Off-line Admin	3
Leggero DMAP Licenses		
6400	Leggero DMAP – Enterprise	1
64901	Leggero DCE – Enterprise	1

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Material number / Serial number	Product description	Quantity
6700	Leggero DDS – Enterprise	1

Annexure C – Staff

Job Category	Stipend (R/month)	Current Number Employed
Runner	5 000.00	230
Driver	5 000.00	7
Document Warehouse Controller	5 000.00	7
Prepper	5 000.00	399
Receiving Clerk	5 000.00	81
Indexers	5 500.00	1403
Re-Assembler	5 500.00	116
Quality Controller	6 000.00	284
Scanner	6000.00	151
Team Leader	6 500.00	175
Technical Support	9 500.00	103
Manager	14 250.00	44
Total Headcount		3000

Annexure D - Stationery

Item Description	Requirements	Quantities per quarter
Patch T – printed on pastel pink A4 paper		10 950
Patch 1 – printed on pastel green A4 paper		502 500
Plan Paper A4 – White 80gms paper		939 000
A4 Document Bag 345x250 clear/ 500	500 sleeves per pack	-
Finger Caps		14 320
Adhesive Tape/Sellotape 12mm		3 705
Adhesive Tape/Sellotape 48mm		2 475
Staple remover		6 050
Scissors		850
Big Scissors		10

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Item Description	Requirements	Quantities per quarter
Glue sticks/Pritt		3 050
Stapler		440
Staples (Boxes – 5000 pins)	5 000 pins per box	4 000`
Industrial Stapler		4
Industrial Staples (Boxes – 2500 pins)	2 500 pins per box	11
Dust Cloth		640
Dust masks		27 500
String (Twine) rolls		551
Gloves – re-usable for warehouse staff carrying boxes – coated safety gloves		780
Pens (BiC) Black	Black Ink	820
A4 Hard Cover Notebooks		256
A5 Notepads		256
Pens (BiC)	Red Ink	310
Paper Puncher		15
Ring Files		18
File Dividers - basic		18
Fold Back Clips (51 mm)		18
Whiteboard Marker – packs with different colours	Packs	5

TENDER DELIVERABLES / OUTPUTS AND TIMEFRAMES

8. The primary deliverables to be achieved:
- The primary deliverables to be achieved are specified under section 6 (Scope and extent of the Tender) above.

LOGISTICS AND TIMING

9. Project location, commencement date, duration, submission of bids and fee structure.

9.1. Project location(s):

- 95% of the records are in Gauteng (Rosslyn and Pretoria CBD) and the Northwest (Brits), and 5% in the seven (7) Provinces. Asylum Seeker Management (ASM) documents are stored at Refugee Centres and will be scanned at the Silverton Digitisation Centre.

9.2. Expected commencement date:

- The contract will commence following the awarding of the tender, upon receipt of the signed acceptance letter and the completed SBD 7.2 form from the appointed service provider(s).

9.3. Project period:

- The contract will be for the period of thirty-six (36) months (with an option to extend by a further 24 months subject to satisfactory performance and availability of funds).

9.4. Bid proposal

- The service provider must provide a properly referenced bid proposal in response to this TOR document with clear headings and information required to evaluate the bid against the requirements stipulated in this TOR document. The bid proposal response must indicate the following:
 - The bidding company's profile, including proof of compliance with all the requirements as per the TOR document.
 - The pricing information. Bid price must include VAT and should be fully inclusive to deliver all goods / services indicated in the terms of reference.
 - Where substantiations are required, a copy of certification or proof is required to be attached to the bid response.
- Bid documents **must** be submitted online on the National Treasury's E-tender portal. Bidders must ensure that their bids are uploaded timeously to the correct portal. The department will not take any responsibility for late uploaded bids. The e-tender portal is open from the day the tender is advertised until the closing date and time. Bidders are required to ensure that their status reflects "**Submitted**" before the closing time as they will not have access once the tender is closed.
- The online e-Tender publication portal can be accessed on the following link:
<https://www.etenders.gov.za/>
- Manual or hardcopy bids will not be accepted.
- Bidders to adhere to all the rules for the online bid submission.
- Bidders' attention is drawn to the sequential submission format as per the checklist.
- Non-compliance with online bid submission WILL invalidate the bidder's response.

9.5. Fee structure

- The Bidder's cost should be an all-inclusive cost (professional fees, vat, disbursements, transport etc.)
- The Bidder must complete the Annexure E pricing schedule and indicate the total bid price on the SBD 3.3 form.

EVALUATION STAGES

10. The following evaluation process will be followed to evaluate the bids received:

Stage	Description	Applicable for this bid
Stage 1A	Briefing session	Yes
Stage 1B	Initial screening process/compliance with bid requirements	Yes
Stage 2	Pre-qualification criteria evaluation	Yes
Stage 3	Mandatory requirements evaluation	Yes
Stage 4	Functionality requirements evaluation	Yes
Stage 5	Site Visit / Proof of Concept	Yes
Stage 6	Price and Specific Goals evaluation	Yes

Stage 1A: Briefing session

- Non-compulsory briefing session will be held virtually.

Stage 1B: Initial screening process/compliance with bid requirements

- Verification of bidder's compliance with bid requirements.

No.	Compliance Checklist	Yes / No
1.	The bidder is registered on the National Treasury Central Suppliers Database (CSD).	
2.	The bidder is in business (as indicated on CSD).	
3.	The bidder is not a restricted supplier/ or does not have a restricted director(s) (as indicated on CSD).	
4.	The bidder is Tax Compliant (as indicated on CSD) or verified through SARS	
5.	The bidder is not a government employee (as indicated on CSD).	
6.	The bidder completed SBD 1 Form in full together with the letter of authority.	
7.	The bidder completed SBD 4 Form in full and did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	
8.	The bidder is accredited on the SITA RFB1183.	

Stage 2: Pre-qualification criteria evaluation.

- Service provider(s) must indicate their compliance with the following prequalification criteria as required by the DHA. Bidders who fail to meet the prequalification criteria will be disqualified.
- Only bidders who have complied with prequalification criteria will be evaluated for functionality.
- Name of the Programme Manager and their relevant qualification **Must** be provided. The Bidder **Must** complete the table below and confirm in writing the name and surname of the Programme Manager.

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Pre-qualification Requirement 1	Comply	Do not comply
The Bidder must indicate the Name and Surname of the Programme Manager		
EVIDENCE: Bidder(s) must complete, sign, and date the document below:		

<p>Programme Manager Name and Surname:.....</p> <p>Signature:</p> <p>Date:.....</p>
--

Pre-qualification Requirement 2	Comply	Do not comply
Programme Manager must be a South African citizen		
EVIDENCE: Bidder(s) must submit a copy of Identity document		

Pre-qualification Requirement 3	Comply	Do not comply
Programme Manager must have a relevant minimum Honours (NQF8) Level qualification in Management/ Engineering / IT/ Business/Project Management or related field.		
EVIDENCE: Bidder(s) must submit the relevant Honours (NQF8) qualification. (The bidder that has obtained foreign qualifications must provide a copy of the South African Qualifications Authority verification)		

Stage 3: Mandatory requirements evaluation.

- Compliance with the mandatory requirements. Prospective bidders who fail to meet the mandatory requirements will be disqualified.
- Only bidders who have complied with the following mandatory requirements will be evaluated for functionality.

Mandatory Requirement 1	Comply	Do not comply
The Bidder must be accredited by the Original Software Manufacturer (OSM) to sell, implement, and maintain all the software referenced in the Terms of Reference, inclusive of digitization software OpenText.		
EVIDENCE: Proof of OSM certification/letter(s) must be provided		

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Mandatory Requirement 2	Comply	Do not comply
The Bidder must be accredited by the Original Equipment Manufacturer (OEM) to sell, implement, and maintain all the hardware referenced in the Terms of Reference.		
EVIDENCE: Proof of OEM certification/letter must be provided		

Mandatory Requirement 3	Comply	Do not comply
The Bidder must have a minimum of three (3) years' experience in Digitisation of Records of a similar scale.		
EVIDENCE: Contactable/Company signed reference letter/s or completion certificate/s from clients, indicating clearly the work done and the number of the required years.		

Stage 4 – Functionality requirements evaluation

- The Technical proposal will be evaluated out of 70 points for technical and a Site Visit out of 30 points. The Bidders must score a minimum threshold of 49 points (70%) out 70 points for the technical evaluation.
- Bidders that score less than a minimum of 49 points (70%) out of 70 points for technical evaluation will be disqualified and therefore not be eligible for further evaluation to Site Visit.
- The below scoring guide must be used where applicable:
 - Poor = 1 - Significantly below requirements
 - Inadequate = 2- Below requirements
 - Good = 3 – Meets requirements
 - Very good = 4 – Above requirements
 - Excellent = 5 – Significantly above requirements

NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	EVIDENCE	WEIGHT	SCORE
1	Digitisation Project Management Approach	Bidders must provide a comprehensive project plan that covers an approach in terms of the digitisation project work with clear milestones. <ul style="list-style-type: none"> • No information provided = 0 Points • Poor = 1 Points • Inadequate = 2 Points • Good = 6 Points • Very good = 8 Points • Excellent = 10 Points 	Project Plan (The Project plan must demonstrate understanding of the project requirements, knowledge, clear timeframes,	10	

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NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	EVIDENCE	WEIGHT	SCORE
			and programme resource complement and clear milestones)		
2	Skills development plan	Bidders must provide a Skills development plan that is comprehensive and fully responsive to the needs of the DHA on how the Graduates will be developed and managed: <ul style="list-style-type: none"> • No information provided = 0 Points • Poor = 1 Points • Inadequate = 2 Points • Good = 6 Points • Very good = 8 Points • Excellent = 10 Points 	Skills Development Plan (The plan must comprise of Management, End-user, Tech-user and project-rollout employee training).	10	
3	Company Experience in Digitisation of Records or similar work)	Experience of the service provider in digitising of Records or similar work: <ul style="list-style-type: none"> • No relevant information = 0 • 1 Reference letter = 5 Points • 2 Reference letters = 10 Points • 3 Reference letters = 15 Points • 4 Reference letters = 20 Points • 5 Reference letters = 25 Points 	Bidders must provide contactable signed and dated reference letter/s indicating worked performed and acceptable level of performance (on client's letterhead).	25	
4	Capacity of Programme Manager (Lead Resource)	Experience (2-page CV) of Programme Manager: <ul style="list-style-type: none"> • No required information or less than 4 years = 0 Points • 4 - 9 years relevant experience = 5 Points • 10 - 15 years' relevant experience = 10 Points 	Attach Programme Manager CV as per requirements	15	

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NO	EVALUATION CRITERIA	GUIDELINES FOR CRITERIA APPLICATION	EVIDENCE	WEIGHT	SCORE
		<ul style="list-style-type: none"> 16 years' (or more) relevant experience = 15 Points 			
5	Company Experience in the Digitisation of records	Combined experience of the professional team that will lead and oversee the implementation of the Digitisation project: <ul style="list-style-type: none"> Less than 2 years = 0 Points 2 to 4 years = 2 Points 5 to 9 years = 4 Points 10 to 14 years = 6 Points 15 to 19 years = 8 Points 20 years and more = 10 Points 	List of Professional team members indicating the years of experience per team member	10	
TOTAL POINTS ON FUNCTIONALITY				70	
MINIMUM FUNCTIONALITY				49	

Stage 5: Site Visit/Proof of Concept

- The Bidders must score a minimum of 18 points (60%) out of 30 points for the Site visit to qualify for the next stage Price/Specific goals.
 - Site visit to the Service Provider's Digitisation facility (or that of a current client) in order to assess Digitisation workflow.
- NB:** A service provider must provide a minimum sample of 2000 records to digitise, and the service provider will be required to utilise their proposed Digitisation approach during this phase.

Table 1: Due diligence criteria

Legend: 1 = Poor 2= Fair 3= Good

No.	Assessment Area	Scoring: Evidence exists = 3 No evidence =0 Comment		
1	Assessment of Document warehouse - Evidence to be provided by the service provider. (i) Does the document warehouse exist? (ii) Does the document warehouse have shelves? (iii) Are the shelves labeled to avoid missing records?	3		

No.	Assessment Area	Scoring: Evidence exists = 3 No evidence =0 Comment		
2	<p>Document Preparation Process - Evidence to be provided by the service provider</p> <p>(i) Are the documents prepared as batches?</p> <p>(ii) Does the Service Provider have a sorting section to assess and prepare records for Digitisation?</p> <p>(iii) Does the Service Provider have a barcode scanner to print barcodes for batches and records?</p> <p>(iv) Does the service provider have software for capturing barcode information such as ranges?</p> <p>(v) Can the service provider print and barcode records before scanning?</p>	3		
3	<p>Scanning Equipment- Evidence to be provided by the service provider</p> <p>(i) Does the service provider have a scanner that can scan 250 - 300 or more pages per minute?</p> <p>(ii) Are the scanned records associated with the scanned batch number?</p> <p>(iii) Is the quality of the scanned records clear or similar to the original record scanned? NB: Sample of the scanned records shall be presented for comparison purpose.</p>	3		
4	<p>Quality Assurance (QA) Process - Evidence to be provided by the service provider</p> <p>(i) Does the service provider have a resource or section that deals with QA for the scanned records?</p> <p>(ii) Can the service provider demonstrate that if the scanned records are not of a good standard, that those documents are referred back for rescanning?</p>	3		
5	<p>Digitization- Evidence to be provided by the service provider</p> <p>(i) Are the scanned documents indexed by the Service Provider's digitisation solutions?</p>	3		

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No.	Assessment Area	Scoring: Evidence exists = 3 No evidence =0 Comment		
	(ii) Can the service provider provide data indexing on records? (iii) Can the service provider show how many records were scanned per hour or per day? (iv) Are the scanned records encrypted with a security code?			
6	Electronic Content Management (ECM) Solution- Evidence to be provided by the service provider (i) Does the service provider have a content management solution to store all digitised records (back-end)? (ii) Front end solution to access digitised records? (iii) Are the scanned documents fully searchable?	3		
7	Receiving Section (i) Does a service provider have a Receiving Administrator? (ii) Record of received records kept at receiving section.	3		
8	Dispatch Section (i) Does a service provider have a Dispatch Administrator? (ii) Record of dispatches kept at the Dispatch section.	3		
9	Shipping or courier section (i) Does a service provider have a shipping vehicle or sub-contracted courier service?	3		
10	Records handling (i) Does a Service provider have machine loaders? (ii) Does a service provider have a packaging service for records?	3		
	TOTAL SCORE = 30 POINTS			

Stage 6: Price and Specific Goals

- The Bidders must complete the pricing schedule and indicate the total bid price on the SBD 3.3 form.
- **Bidders will further be evaluated in accordance with the prescripts of the Preferential Procurement Policy Framework Act (PPPFA) and the associated Preferential Procurement Regulations of 2022, which stipulate an 90/10 point split for requirements with a Rand value equal to or above R 50 000 000, inclusive of all applicable taxes.**
- A valid SANAS B-BBEE Status Level Verification certificate or a B-BBEE certificate issued by the Companies and Intellectual Property Commission, with the exception of EME's and QSE's who are required to submit sworn affidavit in terms of Code of Good Practice. The sworn affidavit must be signed by the EME representative and attested by a Commissioner of oath.
- **As bids are only invited for requirements with a Rand value equal to or above R 50 000 000 inclusive of all applicable taxes, the 90/10 system shall be applicable and will be calculated as follows:**

SN	COMPONENT	POINTS
1.	Price:	90
2.	Preferential points: Specific goals	10
TOTAL:		100

Specific goals

Note to tenderers: The tenderer must indicate how they claim points for each preference point system

Specific goals allocated points in terms of this tender	Allocated Preference points	Evidence
The company owned / director/s / shareholders by people who are Women. <ul style="list-style-type: none"> • 100% company owned by people who are Women = 4 points • ≥51% and <100% company owned by people who are Women = 3 points • >0% and <51% company owned by people who are Women = 1 point • 0% company owned by people who are Women = 0 points 	4	Proof of claim as declared on SBD 6.1 in verifying the tenderer's status. The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals: <ul style="list-style-type: none"> • Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). • Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.

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Specific goals allocated points in terms of this tender	Allocated Preference points	Evidence
<p>The company owned / director/s / shareholders by people who are Black.</p> <ul style="list-style-type: none"> • 100% company owned by people who are Black = 3 points • ≥51% and <100% company owned by people who are Black = 2 points • >0% and <51% company owned by people who are Black = 1 point • 0% company owned by people who are Black = 0 points 	3	<p>Proof of claim as declared on SBD 6.1 in verifying the tenderer's status.</p> <p>The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals:</p> <ul style="list-style-type: none"> • Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). • Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.
<p>The company owned / director/s / shareholders by people who are Disabled.</p> <ul style="list-style-type: none"> • 100% company owned by people who are Disabled = 3 points • ≥51% and <100% company owned by people who are Disabled = 2 points • >0% and <51% company owned by people who are Disabled = 1 point • 0% company owned by people who are Disabled = 0 points 	3	<p>Proof of claim as declared on SBD 6.1 in verifying the tenderer's status.</p> <p>The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals:</p> <ul style="list-style-type: none"> • Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). • Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust.

***NB: Points will be allocated based on % ownership to the Company (main tendering entity). Please attach proof/ required documents.**

ANNEXURE E: Pricing Schedule

DELIVERABLES (Similar or equivalent)	QUANTITY	UNIT PRICE	TOTAL COSTS (VAT Incl.)
Digitisation software assurance for 36 months (Refer to Annexure B in Terms of Reference for a complete list of the software modules that require software assurance for 36 months)	1		
ECM software assurance for a period of 36 months (Refer to Annexure B in Terms of Reference for a complete list of the software modules that require software assurance for 36 months)	1		
Maintenance and support of Digitisation solution for a period of 36 months (Refer to Annexure B in Terms of Reference for a complete list of the software modules that require software assurance for 36 months)	1		
Maintenance and support of ECM solution for a period of 36 months. (Continuous maintenance, support and professional services for the digitisation software itemised in Annexure B in Terms of Reference)	1		
Extended warranties on Digitisation hardware for a period of 36 months (See Annexure A in Terms of Reference for list of Digitisation Hardware)	1		
Maintenance and Support on Digitisation Hardware for a period of 36 months (See Annexure A in Terms of Reference for list of Digitisation Hardware)	1		
Procure and deliver Zeutschel OS Overhead Scanners inclusive of a 3-year warranty (Additional overhead scanners required for the digitisation of bound records. See Annexure A in Terms of Reference for Zeutschel OS specifications)	70		
Professional services for the digitisation and production management for a period of 36 months.	1		

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DELIVERABLES (Similar or equivalent)	QUANTITY	UNIT PRICE	TOTAL COSTS (VAT Incl.)
(Provision of digitisation and human resource services)			
Professional Services - Training Services for a period of 36 months. (Provision of relevant training for up to 10 000 Youth Graduates as well as nominated DHA Officials)	1		
Professional Services -HR Services for up to 10 000 staff for a period of 36 months. Provide pricing for 3 000 staff stipend cost and management fee. (Current DHA digitisation staff will be handed over to the successful bidder to manage and remunerate. See Annexure C for staff breakdown and stipends)	1		
Professional Services – IT infrastructure management for a period of 36 months. (Support and maintenance on project infrastructure)	1		
Professional Services – Project Management Services for a period of 36 months (Service Provider is required to manage and report across all workstreams for the duration of the project)	1		
Maintenance and Support on the Leggero Data Management and Analytics Platform for a period of 36 months	1		
Server Maintenance and Support for a period of 36 months	1		
Network Maintenance and Support for a period of 36 months	1		
SOC Services for a period of 36 months	1		
Penetration Testing Services for a period of 36 months	1		
Patch Management Services for a period of 36 months	1		
Other costs, if any (detailed breakdown to be provided)			
Total fixed costs for digitisation of civics records for three (3) years period			

*DHA reserves the right to select a cost-effective and financially viable option.

The Bidders must indicate the total bid price in the SBD 3.3 form paragraph 2

Quarterly Stationery Pricing

Item Description	Quantities per quarter	Unit Price	Total Cost (VAT incl.)
Patch T – printed on pastel pink A4 paper	10 950		
Patch 1 – printed on pastel green A4 paper	502 500		
Plan Paper A4 – White 80gms paper	939 000		
A4 Document Bag 345x250 clear/ 500	-		
Finger Caps	14 320		
Adhesive Tape/Sellotape 12mm	3 705		
Adhesive Tape/Sellotape 48mm	2 475		
Staple remover	6 050		
Scissors	850		
Big Scissors	10		
Glue sticks/Pritt	3 050		
Stapler	440		
Staples (Boxes – 5000 pins)	4 000`		
Industrial Stapler	4		

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Item Description	Quantities per quarter	Unit Price	Total Cost (VAT incl.)
Industrial Staples (Boxes – 2500 pins)	11		
Dust Cloth	640		
Dust masks	27 500		
String (Twine) rolls	551		
Gloves – re-usable for warehouse staff carrying boxes – coated safety gloves	780		
Pens (BiC) Black	820		
A4 Hard Cover Notebooks	256		
A5 Notepads	256		
Pens (BiC)	310		
Paper Puncher	15		
Ring Files	18		
File Dividers - basic	18		
Fold Back Clips (51 mm)	18		
Whiteboard Marker – packs with different colours	5		
Total stationery costs for a three (3) months period			

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER:	BID NO: DHA03-2026
CLOSING TIME 11:00	CLOSING DATE: 30 APRIL 2026

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO	DESCRIPTION ** (ALL APPLICABLE TAXES INCLUDED)	BID PRICE IN RSA CURRENCY
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1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of all applicable taxes for the project. R.....
3. Period required for commencement with project after acceptance of bid
4. Estimated man-days for completion of project
5. Are the rates quoted firm for the full period of contract? **Only firm prices will be accepted.**

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, the undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

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from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....

Signature

.....

Date

.....

Position

.....

Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

- a) The applicable preference point system for this tender is the **90/10** preference point system.
- b) The **90/10 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- a) Price; and
- b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	90
SPECIFIC GOALS	10
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points

for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10	
$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right) \text{ or } Ps = 90 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$			

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right) \text{ or } Ps = 90 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1 In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2 In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system, then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

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90/10 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.

The specific goals allocated points in terms of this tender	Number of points Allocated (90/10 system) (To be completed by the organ of state)	Evidence	Number of points claimed (90/10 system) (To be completed by the tenderer)
<p>The company owned / director/s / shareholders by people who are Women.</p> <ul style="list-style-type: none"> • 100% company owned by people who are Women = 4 points • ≥51% and <100% company owned by people who are Women = 3 points • >0% and <51% company owned by people who are Women = 1 point • 0% company owned by people who are Women = 0 points 	4	<p>Proof of claim as declared on SBD 6.1 in verifying the tenderer's status.</p> <p>The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals:</p> <ul style="list-style-type: none"> • Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). • Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust. 	
<p>The company owned / director/s / shareholders by people who are Black.</p> <ul style="list-style-type: none"> • 100% company owned by people who are Black = 3 points • ≥51% and <100% company owned by people who are Black = 2 points • >0% and <51% company owned by people who are Black = 1 point • 0% company owned by people who are Black = 0 points 	3	<p>Proof of claim as declared on SBD 6.1 in verifying the tenderer's status.</p> <p>The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals:</p> <ul style="list-style-type: none"> • Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). 	

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The specific goals allocated points in terms of this tender	Number of points Allocated (90/10 system) (To be completed by the organ of state)	Evidence	Number of points claimed (90/10 system) (To be completed by the tenderer)
		<ul style="list-style-type: none"> Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust. 	
<p>The company owned / director/s / shareholders by people who are Disabled.</p> <ul style="list-style-type: none"> 100% company owned by people who are Disabled = 3 points ≥51% and <100% company owned by people who are Disabled = 2 points >0% and <51% company owned by people who are Disabled = 1 point 0% company owned by people who are Disabled = 0 points 	3	<p>Proof of claim as declared on SBD 6.1 in verifying the tenderer's status.</p> <p>The following must be submitted as proof of claim as declared on SBD 6.1 for the specific goals:</p> <ul style="list-style-type: none"> Company Registration Certification as issued by the Companies and Intellectual Property Commission (CIPC). Sworn Affidavit or valid B-BBEE Certificate or Consolidated B-BBEE certificate for Consortium, Joint Venture, or Trust. 	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3 Name of company/firm.....

4.4 Company registration number:

4.5 TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company

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- (Pty) Limited
 - Non-Profit Company
 - State Owned Company
- [TICK APPLICABLE BOX]

4.6 I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....	
SIGNATURE(S) OF TENDERER(S)	
SURNAME AND NAME:
DATE:
ADDRESS:

