## ANNEXURE 20: CHECK-LIST FOR OFF-SITE STORAGE FACILITIES[44]

NAME OF PRIVATE STORAGE FACILITY: ______________________________

DATE VISITED: ______________________________

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|---|---|
| **1. COMPANY PROFILE** | |
| 1.1 What is the company's mission? | |
| 1.2 How does that mission compare with the goals and needs of your body? | |
| 1.3 How long has the company been in the business of information management? | |
| 1.4 Will the company provide references? | Yes/No |
| 1.4.1 Will the company provide contact particulars of other *governmental bodies* that use the services of the company? | |
| 1.4.2 Who are the other major clients? Provide contact particulars. | |
| 1.5 Is the company an active member of PRISM International? | Yes/No |
| **2. GENERAL SECURITY** | |
| 2.1 Does the company have 24-hour monitored security? | Yes/No |
| 2.2 Does the company have authorized access to the facility? | Yes/No |
| 2.3 Does the company have in-house security training and procedures? | Yes/No |
| 2.4 Does the company have monitored vault entry? | Yes/No |
| 2.5 Does the company have a secure loading and unloading area? | Yes/No |
| 2.6 Does the company have authorization procedures that meet the governmental body's requirements? | Yes/No |
| 2.7 Is the company using outsourced security service providers? | Yes/No |
| 2.7.1 Will the company provide the name of the security service provider? | |
| 2.7.2 Is the security services provider registered with the Private Security Industry Regulatory Authority[45]? | Yes/No |

44 Adapted with the kind permission of PRISM International from their publication *Demand the best. A guide to help select an Off-site Information Management Company* [http://www.prismint/org] and according to South African Bureau of Standards, SANS 11799 – *Information and Documentation – Document storage requirements for archive and library materials.*

45 Private Security Industry Regulatory Authority, Street address: 481 Belvedere Street, Arcadia, Pretoria; Telephone: (012) 337 5500; Fax: (012) 324 3338; Website: http://www.sira-sa.co.za.

| | |
|---|---|
| 2.7.2.1 Can the company provide a registration certificate for the security company? | |
| 2.8 How frequently are the security rounds done? | |
| 2.9 Does the company itself conduct a daily security check? | Yes/No |
| 2.10 Are security systems inspected and tested regularly? | Yes/No |
| 2.11 Are the facilities situated in high crime areas? | Yes/No |
| 2.11.1 What additional security arrangements were made for these? | Yes/No |
| **3. DISASTER PREVENTION/PLANNING** | |
| 3.1 Does the facility have adequate fire detection systems? | Yes/No |
| 3.1.1 Are all parts of the building connected to the fire detection system? | Yes/No |
| 3.1.2 Is the fire detection system connected to a central monitoring panel? And does the system | Yes/No |
| 3.1.2.1 issue a local warning at the control panel, indicating where the fire has been detected? | Yes/No |
| 3.1.2.2 operate a plant shut down sequence to ensure that electrical, gas, heating and air conditioning systems does not contribute to the spreading of the fire? | Yes/No |
| 3.1.2.3 automatically transmit a warning to the local fire brigade? | Yes/No |
| 3.1.2.4 transmit a general fire alarm throughout the entire building? | Yes/No |
| 3.1.3 Is the building equipped with manual fire alarm points? | Yes/No |
| 3.2 Does the facility have adequate automatic fire suppression systems? | Yes/No |
| 3.2.1 Describe systems used. | |
| 3.2.2 Is the system regularly inspected and maintained? | Yes/No |
| 3.2.3 Does the facility have portable fire extinguishers? | Yes/No |
| 3.2.3.1 Are the portable fire extinguishers strategically placed? | Yes/No |
| 3.2.3.2 Are the staff trained in the use of the portable fire extinguishers? | Yes/No |
| 3.2.3.3 Are these portable fire extinguishers inspected and tested regularly? | Yes/No |
| 3.4 Does the facility have a no-smoking policy? | Yes/No |

| | |
|---|---|
| 3.5 Does the facility have a compliance certificate issued by the local Fire Brigade? | Yes/No |
| 3.5.1 Can the company provide a copy of the certificate? | Yes/No |
| 3.6 Is the alarm system activated by line tampering or disruption? | Yes/No |
| 3.7 Does the facility have a regularly maintained and tested internal disaster plan? | Yes/No |
| **4. FACILITY** | |
| 4.1 Is the facility in a desirable location? | Yes/No |
| 4.1.1 Is the facility located in a non-flood prone area? | Yes/No |
| 4.1.2 Is the facility at risk from earthquakes, tidal waves or landslides? | Yes/No |
| 4.1.3 Is the facility at risk from fire or explosions in adjacent sites? | Yes/No |
| 4.1.4 Is the facility near a place or a building that attracts rodents, insects and other pests? | Yes/No |
| 4.1.5 Is the facility near a plant or installation that emits harmful gases, smoke, dust, etc.? | Yes/No |
| 4.1.6 Is the facility in a polluted area? | Yes/No |
| 4.1.7 Is the facility near a strategic installation which could be a target in an armed conflict? | Yes/No |
| 4.2 Is the facility built according specific construction standards to ensure that it would be able to carry the weight of the paper? | Yes/No |
| 4.3 What is the condition of the roof? | Good/Average Bad |
| 4.3.1 Does the warehouse have a ceiling against the roof?[46] | Yes/No |
| 4.4 Is there evidence of water leaks in the roof? | Yes/No |
| 4.5 Does the facility have windows in the walls or the roof? | Yes/No |
| 4.5.1 Are the windows blacked out? or | Yes/No |
| 4.5.2 Are the windows covered with UV filtering? | Yes/No |
| 4.6 Is illumination controlled to minimize damage to records? | Yes/No |
| 4.7 Is the building ventilated in such a way that free air flow prevents | Yes/No |

46 If not, indicate that archival records may not be stored on the first three rows of shelves underneath the roof because heat can damage paper.

| | |
|---|---|
| pockets of humidity from building up? | |
| 4.7.1 Is the shelves lifted at least 150mm from the floor and the ceiling to ensure a free flow of air? | Yes/No |
| 4.7.2 Is the air quality inside the building monitored for air pollution a oxidizing gasses and dust? | Yes/No |
| 4.8 Is the facility climatically controlled? | Yes/No |
| 4.8.1 Is the interior of the building insulated against external climatic changes? | Yes/No |
| 4.8.1.1 Describe how it is insulated. | |
| 4.9 Is the inside of the facility constructed of materials that are non-combustible and that does not attract, emit or retain dust? | Yes/No |
| 4.9 Where are the following situated in relation to the storage facility? | |
| 4.9.1 electricity supply systems | |
| 4.9.2 gas supply systems | |
| 4.9.3 water supply systems | |
| 4.9.4 temperature/humidity control systems | |
| 4.9.5 air filtration plant | |
| 4.9.6 ventilation plant | |
| 4.10 Does the facility have back-up power systems? | Yes/No |
| 4.11 Does the facility have proper insurance coverage in the event of a disaster? | Yes/No |
| 4.12 Is the facility in a stand-alone building? Or | Yes/No |
| 4.12.1 Is the facility located in a multi-tenant building? | Yes/No |
| 4.12.2 Who are the other tenants and what are their businesses?[47] | Yes/No |
| 4.13 Are there other businesses near this facility that could be potentially hazardous? | Yes/No |
| 4.14 Does the company engage in any other business at its facilities (moving and storage, public warehousing, etc.)? | Yes/No |
| 4.15 Are there water pipes inside the building to evaluate if there is a danger that records could be flooded?[48] | Yes/No |

47 Records storage facilities should not be close to other tenants who have businesses that can cause fire, water or chemical damage.

| | |
|---|---|
| 4.15.1 How regularly are they checked for leaks? | |
| **5. COURIER VEHICLES** | |
| 5.1 Are the vehicles designed for safe records transport? | Yes/No |
| 5.2 Are the vehicles climatically controlled? | Yes/No |
| 5.3 Do the vehicles have appropriate security? | Yes/No |
| 5.3.1 Describe the security. | |
| 5.4 Are the vehicles secured while at a delivery/pick-up site? | Yes/No |
| 5.5 Do the vehicles undergo preventative maintenance? | Yes/No |
| 5.5.1 How regularly? | |
| 5.6 Are the vehicles equipped with appropriate two-way communications (cellular phones, pagers, etc.)? | Yes/No |
| 5.7 Are vehicles equipped with a global positioning system? | Yes/No |
| 5.8 Are vehicles equipped with a fire extinguisher? | Yes/No |
| **6. POLICIES & PROCEDURES** | |
| 6.1 Does the company have a clear and acceptable business contract? | Yes/No |
| 6.2 Are shipping and receiving lists signed and maintained for future reference? | Yes/No |
| 6.3 Does the company have a comprehensive employee screening process? | Yes/No |
| 6.4 Does the company have a substance abuse policy (initial and ongoing)? | Yes/No |
| 6.5 Are the employees/drivers provided with uniforms and identification cards? | Yes/No |
| 6.6 Are employees required to sign a confidentiality agreement? | Yes/No |
| 6.7 Is there ongoing employee education regarding the protection of the records in the care of the company? | Yes/No |
| 6.8 Are after-hours personnel trained to handle client emergencies/requests? | Yes/No |
| **7. STORAGE CAPABILITIES** | |
| 7.1 Is the company equipped to store: | |

48 If there are, there is a danger of flooding.

| | |
|---|---|
| 7.1.1 Audio and video tapes? | Yes/No |
| 7.1.2 Computer media? | Yes/No |
| 7.2.3 Hardcopy records? | Yes/No |
| 7.1.4 Micrographics? | Yes/No |
| 7.1.5 X-Rays? | Yes/No |
| 7.1.6 Maps? | Yes/No |
| 7.1.6.1 How are maps stored? | Yes/No |
| 7.1.7 List other formats stored | Yes/No |
| 7.2 Does the facility have adequate space to meet current needs? | Yes/No |
| 7.3 Does the facility have adequate space to meet future needs? | Yes/No |
| 7.4 Does the facility have temperature and humidity controlled environment for: | Yes/No |
| 7.4.1 Hardcopy records? | Yes/No |
| 7.4.2 Electronic records | Yes/No |
| 7.4.2.1 Is the vault constructed according to SA national standards? | Yes/No |
| 7.4.2.2 Does the media vault have an auxiliary power backup? | Yes/No |
| 7.4.3 Is the racking and shelving specifically designed for information management?[49] | Yes/No |
| 7.4.3.1 Are the shelves lifted above the floor? | Yes/No |
| 7.5 What is the general condition of the boxes? | Yes/No |
| 7.6 What type of containers/boxes do they use? | Yes/No |
| 7.7 How are the files kept inside the containers? | Yes/No |
| 7.8 Is the company aware that archival paper records should be stored in acid free containers? | Yes/No |
| **8. PHYSICAL CARE** | |
| 8.1 Are the facilities dust free? | Yes/No |

49 Archival records must be stored on shelves that are made of coated metal. Wooden shelving should be avoided, as it can release harmful vapours, can contribute to the spread of fire, may harbour insects and may collapse when there are floods.

| | |
|---|---|
| 8.1.1 How often are the buildings cleaned? | Yes/No |
| 8.2 Is humidity a problem? | Yes/No |
| 8.3 Are insects a problem? | Yes/No |
| 8.3.1 How often do they fumigate the building? | Yes/No |
| 8.3.2 Are they using an outside service provider to fumigate? | Yes/No |
| 8.3.3 Are they supervising the service provider? | Yes/No |
| 8.3.4 Will they provide the name of the company? | Yes/No |
| 8.4 Are rodents a problem? | Yes/No |
| 8.4.1 Are they taking preventative actions? | Yes/No |
| 8.4.1.1 Describe what actions are taken. | Yes/No |
| 8.5 Is too much sunlight/electric lighting a danger to the records? | Yes/No |
| 8.5.1 Are they taking preventative actions? | Yes/No |
| 8.5.1.1 Describe actions taken. | Yes/No |
| **9. CUSTOMER SERVICES** | |
| 9.1 Do they have 24-hour customer access? | Yes/No |
| 9.2 Do they use barcode tracking? | Yes/No |
| 9.3 Do they provide client procedures and/or training? | Yes/No |
| 9.4 Do they provide client review rooms? | Yes/No |
| 9.5 Are computer reports available? | Yes/No |
| 9.6 Do they provide confidential destruction services for: | Yes/No |
| 9.6.1 Hard copy? | Yes/No |
| 9.6.2 Media? | Yes/No |
| 9.7 Do they assist with: | Yes/No |
| 9.7.1 Contingency planning? | Yes/No |
| 9.7.2 Disaster recovery services? | Yes/No |
| 9.8 Do they have a courier service that is: | Yes/No |
| 9.8.1 Company staffed? | Yes/No |
| | |

| | |
|---|---|
| 9.8.2 Outside vendor? | Yes/No |
| 9.8.3 Emergency service only? | Yes/No |
| 9.9 Do they handle Departmental billing? | Yes/No |
| 9.10 Do they provide e-mail transmission of records? | Yes/No |
| 9.11 Do they provide fax transmission of records? | Yes/No |
| 9.12 Do they provide emergency pick-up and delivery services? | Yes/No |
| 9.13 Do they provide facility management/ outsourcing services? | Yes/No |
| 9.13.1 Describe what services are provided. | Yes/No |
| 9.14 Do they provide index and inventory services? | Yes/No |
| 9.15 Do they provide information management consulting? | Yes/No |
| 9.15.1 Describe what services are provided. | Yes/No |
| 9.16 Do they provide microfilming/ imaging services? | Yes/No |
| 9.17 Do they provide a phone reference service? | Yes/No |
| 9.18 Do they provide remote (online) access? | Yes/No |
| 9.19 Do they provide retention schedule monitoring? | Yes/No |
| 9.20 Are they aware of the National Archives and Records Service's requirement that public records destruction must be authorized with a written disposal authority? | Yes/No |
| 9.21 Do they provide retrieval and refile services? | Yes/No |
| 9.21.1 How efficient is the retrieval system of the records? | Yes/No |
| 9.21.1.1 Are they willing to demonstrate their retrieval system? | Yes/No |
| 9.21.1.2 Describe the retrieval system. | Yes/No |
| 9.22 Are storage containers readily available? | Yes/No |
| 9.23 Are computer media transfer cases available? | Yes/No |
| 9.23.1 Are there different levels of security for these cases? | Yes/No |
| 9.24 Is a statement of service and prices available? | Yes/No |
| 9.25 Is client records/information management software available? | Yes/No |

## ANNEXURE 21: PROTECTING RECORDS AGAINST VARIOUS PERILS

### 1. General

Records are constantly subject to perils that may either damage or destroy the physical record. Ideally, records should be stored in premises specifically built and equipped for effective record storage. This way records could be completely protected thus ensuring their durability.

It is essential that all records be effectively stored and protected. The heads of all governmental bodies must ensure that adequate steps are taken to ensure that the records in their custody are protected against the dangers discussed below.

### 2. Fire

This can be one of the most destructive dangers to records and all possible precautions should be taken to protect the records.

#### 2.1 Position of record storage areas

The records should not be stored in areas near or alongside areas where flammable materials, like paint, petrol, etc. are stored as this could easily result in a fire breaking out.

#### 2.2 Construction of storage areas

As far as possible, the walls, floors and roof should be constructed of non-flammable materials, like brick and cement. The doors should be sturdy, made from steel and lock properly. The windows should be equipped with burglar proofing. Both the windows and doors should be constructed in such a manner that no unauthorised persons may gain access to the records to cause a fire. Electrical installations should be installed in such a way as to prevent electrical faults from causing a fire.

#### 2.3 Shelving and cabinets

These should be constructed from non-flammable materials to provide additional protection to the records.

#### 2.4 Fire sources

Like matches, smoking and inflammable materials should be prohibited in the record storage areas. Oiled rags and wax used during cleaning can also lead to spontaneous combustion.

#### 2.5 Fire extinguishers

These should be easily available and in good working order. Water, dry powder or foam based extinguishers should not be used as these will in any event damage the records. Preferably carbon dioxide (CO2) extinguishers should be used as the gas will not destroy or damage the records. Fire-fighting apparatus should be inspected annually. If a fire should break out, it should be extinguished as soon as possible. Staff should be adequately trained and aware of the dangers of $CO^2$ to humans.

### 3. Water

Water on documents results in the records becoming illegible. Every precaution should be taken to avoid records being damaged by this peril.

No water pipes should be in or near the registry or other record storage areas as these may leak, burst or flood the area.

Every possible precaution should be taken to prevent rainwater from entering the record storage area. Leaking roofs and water pipes should be repaired timeously to prevent records from being damaged.

When records are damaged by water, efforts to dry them should be made quickly. The recommended procedure is to separate the documents carefully, place the documents between sheets of blotting paper and with a fan or hairdryer direct warm air over the documents. Records should never be opened or placed in direct sunlight to dry.

### 4. Pests

Pests, plagues, fish moths, cockroaches, termites, rodents, like rats and mice, etc, sometimes damage records. Records that are stored in cellars, attics and outbuildings are particularly vulnerable to these hazards. Damage can be prevented by ***not*** storing records in these areas.

Registry and other record storage areas should be regularly examined by the Registry Head and Records Manager to check that none of these pests are found amongst the records. Regular fumigation of records storage premises should occur by utilizing pesticides that won't damage the records. The safety of personnel and the records must be considered.

### 5. Extremes of temperature and humidity

This peril is one that is gradual and least observed. In extremely damp and humid conditions, paper-based records become mildewed. While in extremely dry climatic conditions, paper records become brittle and break easily. The best way of protecting records against these conditions is to select premises that are not exposed to extremes of temperature and humidity.

At sea level, premises beneath ground level should be avoided as these areas are inclined to remain damp. In addition, sharp changes in temperatures should also be avoided in record storage areas. In urban and industrial areas, care must be taken against the effects of smog conditions, as the chemical constituents in the air are harmful to paper-based records.

However, care should also be taken to ensure that storage areas receive sufficient clean fresh air to avoid records being infected with mildew. Another important way of protecting records from being affected by extreme climatical conditions is to ensure that good quality stationery is used which increases the records' durability.

### 6. Light

When records are exposed to light, their durability is severely affected. Paper-based records bleach and the writing fades. This is particularly the case of records exposed to direct sunlight. However, even exposure to indirect sunlight and artificial light damages records over time. Thus, no direct sunlight should be allowed to shine on the records. In the storage areas of those records consulted less frequently all light sources should be limited. The electrical lights should be switched off when nobody is working in the storage areas. Similarly, the lights between the shelves in registry should be off when files are not being sought or repacked.

### 7. Dust

The record storage areas should be cleaned and dusted regularly. Records should be kept in boxes and in cabinets in order to protect the records against dust.

### 8. Handling

Constant handling results in records becoming damaged. Documents should be stored securely in file covers to provide protection from handling.

The file covers that a body considers using should be determined by the amount of physical wear and tear to which they will be subjected. The staff using the records should be encouraged to handle the records carefully in order to protect the records from being unnecessarily damaged.

### 9. Unauthorised removal

To prevent records from becoming damaged, removed or destroyed, the Records Manager must ensure that measures are in place to prevent unauthorised persons from having access to registry and record storage areas during and after office hours. The control of keys to these areas should be assigned to a specific person who should ensure that access to these areas only occurs under supervision. Precautions should also be taken to burglarproof all windows that are accessible from the street. A counter should be erected to separate the registry work area from the entrance so as to prevent the entry of unauthorised persons. Staff from other division/sections should not have free access to the records and that includes personal files.

# ANNEXURE A

# ANNEXURE A - ROUTES

## EASTERN CAPE ROUTES

**ROUTE 1**

Bizana (from EL 305 km)

98 km

Flagstaff

113 km

Lusikisiki

46 km

Port St Johns

63 km

Libode

23 km

Ngqeleni → East London 227 KM

**ROUTE 2**

Matatiele (from EL 443)

↓ 67 km

Mount Fletcher

↓ 62 km

Maclear

↓ 100 km

Cala

↓ 57 km

Engcobo

↓ 64km

Cofimvaba

↓ 25 km

Tsomo → East London 141 km

**ROUTE 3**

Willomore (from EL 289 km)

173 km

Graaff Reinet

125 km

Somerset East

202 km

Middleburg

98 km

Cradock

143 km

Fort Beaufort

23 km

Alice

20 km

Middledrift

East London 104 km

**ROUTE 4**

Mt Ayliff (from EL 369 km)

72 km

Ntabankulu

34 km

Mt Frere

39 km

Qumbu

27 km

Tsolo

42 km

Mthatha → East London 225 km

**ROUTE 5**

Indwe (from EL 290 km)

122 km

Lady Frere

83 km

Whittlesea

41 km

Queenstown

108 km

Stutterheim

37 km

Keiskammahoek → East London 107 km

**ROUTE 6**

Burgersdorp ( from EL 332 km)

56 km

Aliwal North

83 km

Sterkspruit

↓ 432 km

East London (Duncan village)

↓ 14 km

Mdantsane 1

↓ 0,67 km

Mdantsane 2 → East London 18 KM

**ROUTE 7**

Xhora Ellioddale (from EL 244 km)

↓ 24 km

Mqanduli

↓ 139 km

Idutywa

↓ 34 km

Willowvale

↓ 70 km

Centane

↓ 25 km

Butterworth

24 km

Ngqamakwe → East London 125 km

**ROUTE 8**

Kareedouw (from EL 487 km)

34 km

Humansdorp

102 km

Motherwell

116 km

Grahamstown

72 km

Peddie

58 km

King Williams Town

8 km

Zwelitsha → East London 56 km

**ROUTE 9**

Kirkwood (from EL 322 km)

47 km

Uitenhage

44 km

Bethelsdorp

24 km


Walmer
19 km
Ibhayi
13 km
Zwide
155 km
Port Alfred
East London 138 km

## FREE STATE ROUTES

### ROUTE 1

Sasolburg

71 km

Frankfort

147 km

Kroonstad

76 km

Bothaville

64 km

Odendaalsrus

20 km

Welkom → **BLOEMFONTEIN 157 KM**

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### ROUTE 2

**SMITHFIELD**

Zanstron

144 km

Thaba 'Nchu

18 km

Botshabelo → **BLOEMFONTEIN 57 KM**

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**ROUTE 3**

Vrede

↓ 293 km

Phuthaditjhaba

↓ 78 km

Bethlehem

↓ 73 km

Senegal

↓ 86 km

Ficksburg

↓ 68 km

Ladybrand → **BLOEMFONTEIN 133 KM**

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**ROUTE 4**

Koffiefontein

↓ 64 km

Jagersfontein

↓ 27 km

Trompsburg → **BLOEMFONTEIN 114 KM**

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## GAUTENG REGION ROUTES

**ROUTE 1**

**WEST RAND DISTRICT**

Rooderpoort

15km

Kagiso

10km

Krugersdorp

12km

Randfontein

30km

Carletonville

15km

Forchville

17km

Khutsong

35km

Dobsonville

38km

Johannesburg RMC

**ROUTE 2: NORTH RAND DISTRICT**

Bronkhorspruit

19km

Nkangala

142km

Themba

63km

Garankuwa

17km

Soshanguve

56km

Mamelodi

25km

Pretoria local office

70km

Johannesburg -RMC

**ROUTE 3: SEDIBENG DISTRICT**

Vereeniging

↓ 20km

Meyerton

↓ 40km

Heidelberg

↓ 60km

Sebokeng

↓ 15km

Everton/Mafatsana

↓ 70km

JHB (RMC)

**ROUTE 4: EKURHULENI DISTRICT**

Springs

↓ 30km

Duduza

↓ 20km

Tsakane

↓ 15km

KwaThema

↓ 35km

Vosloorus

↓ 17km

Thokoza

↓ 35km

Germiston

↓ 38km

Tembisa

↓ 47km

Johannesburg –RMC

**ROUTE 5: JOHANNESBURG DISTRICT**

Alexandra

↓ 25km

Midrand

↓

60km

Lanasia

30km

Orange Farm

50km

Soweto: Maponya Mall

47km

Johannesburg local office

7km

Johannesburg RMC

## KWAZULU-NATAL ROUTES

**Route 1**

Pinetown west mead (RMC)

59.8 KM

Pietermaritzburg Local

1.1 KM

Pietermaritzburg District

8.9 KM

Raise Thorpe

55.3 KM

Richmond

43.8 KM

Camper down

16.1 KM

Mpumalanga

33.1KM

Pinetown west mead (RMC) → 218.1 km

Pinetown west mead (RMC)

128 KM

Mooiriver

94.6 KM

Dukuza

550M

Bergville

53.3 KM

Ladysmith

25.2 KM

Ezakheni

57 KM

Weenen

40.6 KM

Estcourt

158 KM

Pinetown West mead (RMC) → 556.7 KM

**Route 2**

Pinetown West mead (RMC)

85.1 KM

Howick

50.8 KM

Impendle

37.1 KM

Hlanganani

58.8 KM

Underberg

135 KM

Vulindlela

65.3 km

Pinetown West mead (RMC) → 432.1 km

Pinetown West mead (RMC)

↓ 37.8 KM

Umlazi

↓ 5.9 KM

Chatsworth

↓ 11.8 KM

Lamontville

↓ 7.1 KM

Wentworth

↓ 13.5 KM

Chesterville

↓ 12.4 KM

Clermont

↓ 8.6 km

Pinetown

↓ 4.3 km

Pinetown West mead (RMC) → 101.4 km

**Route 3**

Pinetown West mead (RMC)

↓ 40.2 KM

Phoenix

↓ 10.1 KM

Verulam

12.8 KM

Kwamashu

5.7 KM

Inanda

33.4 KM

Ndwendwe

56.5 KM

Durban local

SAME BUILDING

Durban District

SAME BUILDING

ILembe District

24.5 KM

Pinetown West mead → 183.2 KM OR 170.4 Minus Verulam KM (They share same office with Phoenix)

Pinetown West mead

156 KM

Eshowe

50.2 KM

Melmoth

72.8 KM

Nkandla

54.3 KM

Babanango

61 KM

Mahlabathini

53.2 KM

Nongoma

67.3 km

Pongola overnight → 514.8 KM

Pinetown West mead (RMC)

132 KM

Greytown

46.4 KM

Umsinga

79.5 KM

Dundee

51.5 KM

Nqutu

42.6 KM

Mondlo

31.6 KM

Vryheid

63.5 KM

Louwsburg

63.5 km

Vryheid overnight → 510.6 KM

**Route 4**

Pongola

83.8 KM

Ubombo

66.1 KM

Ingwavuma

92.9 KM

Manguzi

74.1 KM

Mbazwana

148 KM

St Lucia overnight → 464.9 KM

Vryheid (overnight)

51 km

Paul Pietersburg

114 KM

Utrecht

22.6 KM

Osizweni

16.7 KM

Madadeni

16.8 KM

Newcastle

34.9 KM

Dannhauser

27.7 KM

Glencoe

39.6 KM

Ekuvukeni

253 km

Pinetown west mead (RMC) → 576.3 KM

Pinetown West mead (RMC)

154 KM

Pungashe

48.6 KM

Ixopo

23.6 KM

Umzimkhulu

89.3 KM

Kokstad

67.4 KM

Harding

40.2 KM

Izingolweni

29.7 KM

Gamalakhe

38.1 KM

Umzumbe overnight → 490.9 KM

**ROUTE 5**

ST Lucia (overnight)

76.1 KM

Hlabisa

55.5 KM

Kwamsane

47.3 KM

412.2Richards's bay

21.8 KM

Ngwelezane

24.6 KM

Eskhaleni

68.9 KM

Mandeni

118 KM

Pinetown West mead (RMC) → 412.2 KM

Umzumbe (overnight)

18.2 KM

Port Shepstone

38.7 KM

Umzumbe

31.8 KM

Umzinto

30.1 KM

Vulamehlo

50.2 KM

Umnini

38.2 KM

Umbumbulu

17.4 KM

Nsimbini

40.1 KM

Pinetown west mead (RMC) 264.7 KM

Pinetown west mead (RMC

98.7 KM

Bhamshela

57.9 KM

KwaDukuza

59.3 KM

Maphumulo

22.1 KM

Kranskop

63.7 KM

New Hanover

94.4 KM

Pinetown west m

## LIMPOPO REGION ROUTES

**ROUTE 1**

Moutse (Sempupuru)

↓ 34 km

Groblersdal

↓ 22 km

Leeufontein

↓ 32 km

Luckau

↓ 27 km

Nebo

↓ 28 km

Jane Furse

↓ 22 km

Schoornoord

↓ 59 km

Apel

↓

Zebediela

↓ 58 km

Thabamoopo (Lebowakgomo)

↓ 48 km

POLOKWANE

**ROUTE 2**

Praktiseer

↓ 78 km

Leboeng

↓ 50 km

Maruleng

↓ 55 km

Lenyenye

↓ 12 km

Nkowankowa

↓ 14 km

Tzaneen

↓ 67 km

Mankweng

↓ 33 km

POLOKWANE

**ROUTE 3**

Namakgale

↓ 90 km

Dzumeri

↓ 30 km

Giyani

↓ 50 km

Mokwakwaila

↓ 15 km

Ga Kgapane

↓ 35 km

Senwamokgope

↓ 130 km

**POLOKWANE**

**ROUTE 4**

Witpoort

↓ 85 km

Lephalale

↓ 136 km

Thabazimbi

↓ 130 km

Bela Bela

↓ 28 km

Modimolle

↓ 47 km

Mokgoopong

↓ 52 km

Mokopane

↓ 6 km

Mokerong (Mahwelereng)

↓ 60 km

POLOKWANE

**ROUTE 5**

Bakenberg

↓ 68 km

Thabaleshoba

↓ 78 km

Maraba

↓ 21 km

Ceres

↓ 85 km

Bahananoa

↓ 23 km

Senwabarwana

↓ 89 km

**POLOKWANE**

**ROUTE 6**

Musina

↓ 115 km

Siloam

↓ 46Km

Makhado

↓ 60 km

Botlokwa

↓ 63 km

**POLOKWANE**

**ROUTE 7**

Mutale

↓ 41 km

Tshaulu

↓ 42 km

Makwarela

↓ 30 Km

Malamulele

↓ 51Km

Ha-mutsha

↓ 25Km

Vuwani

↓ 67Km

Hlanganani

↓ 148km

**POLOKWANE**

**MPUMALANGA REGION ROUTES**

**ROUTE 1**

Nelspruit

↓ 129 Km

Green valley

↓ 14 Km

Casteel

↓ 21 Km

Maviljan

↓ 35 Km

Graskop

↓ 85 Km

Ladenburg → Nelspruit 90 Km

**ROUTE 2**

Nelspruit

317 Km

Lekwa (Standerton)

72 Km

Govan Mbeki (Evander)

49 Km

Bethal (Emzinoni)

56 km

Msukalikwa (Ermelo) → Nelspruit 212 km

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**ROUTE 3**

Nelspruit

369 Km

Mmametlhake

33 km

Marapyane

28 km

Mbibane (Vaalbank)

↓ 24 km

**ROUTE 3**

Siyabuswa (DR JS Moroka)

↓ 40 km

Mkobola (Kwaggafontein)

↓ 40 KM

Thembisile (Kwa Mhlanga)

↓ 50 km

Verena → Nelspruit 272 km

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**ROUTE 4**

Nelspruit

↓ 125 Km

Mbangwane

↓ 33 KM

Tonga

↓ 34 KM

Mgobodzi

↓ 38 KM

Schoemansdal

↓ 51 KM

Matsulu → Nelspruit 40 km

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**ROUTE 5**

Nelspruit

↓ 125 Km

Dipaleseng (Balfour)

↓ 75 km

Delmas

↓ 90 km

Emalahleni (Witbank)

↓ 34 km

Steve Tshwete (Middleburg)

↓ 72 km

Belfast (Emakhazeni) → Nelspruit 126 km

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**ROUTE 6**

Nelspruit

↓ 317 Km

Seme (volkrust)

↓ 120 km

Mkhondo (Piet Ritief)

↓ 101 km

Mayflower (Mpuluzi)

↓ 55 km

Albert Luthuli (Elukwatini)

↓

93 km

Umjindi → Nelspruit 42 km

**ROUTE 7**

Nelspruit

↓ 154 Km

Hluvukani

↓ 21 km

Cottondale

↓ 16 km

Thulamahashe

↓ 25 km

Ximhungwe

↓ 26 km

Mkhuhlu

↓ 05 km

Oakley

↓ 10 km

Marite

↓ 13 km

Majika

↓ 12 km

Phola

↓ 34 km

Kabokweni

↓ 14 km

Daantjie → Nelspruit 32 km

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## NORTH WEST REGION ROUTES

**Route 1**

Cyferskuil

↓ 50Kms

Moretele

↓ 80Kms

Brits

↓ 75Kms

Mogwase

↓ 60Kms

Mabeskraal

↓ 95Kms

Madikwe

↓

Rustenburg

↓ 57Kms

Koster

↓ 100 km

Zeerust

↓ 85Kms

Lichtenburg

↓ 35Kms

Itsoseng

↓ 50Kms

→

Mahikeng Mafikeng 7km

**Route 2**

Maquassi hill

100 km

Lekwa Teemane

45 km

Christiana

90 km

Mamusa/Swaeza

148 km

Klerksdorp/Matlosane

50 km

Potch/Tlokwe

63 km

Ventersdorp → Mafikeng 151 km

**Route 3**

Sekhing

50 km

Taung

29 km

Dryharts

182 km

Morokweng

84 km

Tlhakgameng

22 km

Ganyesa

75 km

Naledi/ vryburg

145 km

Ratlou → Mafikeng 80 km

# NORTHERN CAPE ROUTES

**Route 1**

Kimberley

↓ 123 km

Pampierstad

↓ 17 km

Hartswater

↓ 25 km

Jan Kempdorp

↓ 30 km

Warrenton

↓ 86 km

Roodepan

↓ 10 km

Tlhokomelo

↓ 4 km

Corless Road

↓ 5 km

Kimberley Central Office

↓ 7 km

Florianville

↓ 1.5 km

**Route 2**

Kimberley

↓ 665 km

Rietfontein

↓ 775 km

Port Nolloth

↓ 90 km

Steinkopf

↓ 50 km

Springbok

↓ 118 km

Garies

↓ 507 km

Kenhardt

↓ 110 km

Groblershoop

↓ 141 km

Griekwastad

↓ 152 km

Kimberley RMC Warehouse

**Route 3**

Kimberley

↓ 333 km

Laxey

↓ 132 km

Bendel/Dibeng

↓ 133 km

Dithakong

↓ 115 km

Churchill/Tsineng

↓ 75 km

GaSegonyana

↓ 127 km

Postmasburg

↓ 62 km

Danielskuil

↓ 97 km

Delpoortshoop

↓ 30 km

Barkley West

↓ 35 km

Kimberley RMC Warehouse

**Route 4**

Kimberley

↓ 722 km

Niewoudtville

↓ 69.8 km

Calvinia

↓ 178 km

Brandvlei

↓ 148 km

Williston

↓ 93.8 km

Fraserburg

↓ 136 km

Carnarvon

↓ 180 km

Prieska

↓ 128 km

Douglas

↓ 111 km

Hopetown

↓ 94 km

Ritchie

↓ 47 km

Kimberley RMC Warehouse

**Route 5**

Kimberley

↓ 360 km

Victoria West

↓ 95 km

Richmond

↓ 70 km

Hanover

↓ 82 km

Colesberg

↓ 139 km

De Aar

↓ 61 km

Phillipstown

↓ 50 km

Petrusville

↓ 201 km

Kimberley RMC Warehouse

## WESTERN CAPE ROUTES

### ROUTE 1

Beaufort West

182 KM

Oudshoorn

64 km

George

317 km

Caledon

85 km

Eerste River

23 km

Mitchells Plein

10 km

Gugulethu

17 km

Cape Town Local → CAPE TOWN 2 KM

**ROUTE 2**

Worcester

57 km

Paarl

101 km

Caledon

105 km

Athlone

8 km

Wynberg

30 km

Bellville

23 km

Khayelitsha → **CAPE TOWN 39 KM**

**ROUTE 3**

Vredendal

233 km

Vredenburg → **CAPE TOWN 153 KM**

## GAUTENG - NEEDS ASSESSMENT FOR RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 43 | 8,00 | 344,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **455,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **892,00** | |
| | **ASSIGNABLE AREA** | | **ASM** | **892,00** | |
| 17 | PARKING | 25 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |

| | | |
|---|---|---|
| **Nature of Access to the premises** | X | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | X | Building should meet security standards |
| **Air Conditioning** | X | The entire premises should be air conditioned. |
| **Power Ducting** | X | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# NORTH WEST - SASSA NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 29 | 8,00 | 232,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **343,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **780,00** | |
| | **ASSIGNABLE AREA** | | **ASM** | **780,00** | |
| 17 | PARKING | 25 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# NORTHERN CAPE - SASSA NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 18 | 8,00 | 144,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **255,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **692,00** | |
| | | | | | |
| | **ASSIGNABLE AREA** | | **ASM** | **692,00** | |
| 17 | PARKING | 20 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |

| | | |
|---|---|---|
| **Nature of Access to the premises** | X | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | X | Building should meet security standards |
| **Air Conditioning** | X | The entire premises should be air conditioned. |
| **Power Ducting** | X | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# LIMPOPO - SASSA NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 55 | 8,00 | 440,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **551,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | **ASSIGNABLE AREA** | | **ASM** | **988,00** | |
| 16 | PARKING | 30 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

## FREE STATE - SASSA NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 28 | 8,00 | 224,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **335,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **772,00** | |
| | **ASSIGNABLE AREA** | | **ASM** | **772,00** | |
| 17 | PARKING | 20 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# KWAZULU NATAL - SASSA NEEDS ASSESSMENT FOR RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 75 | 8,00 | 600,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **711,00** | |
| | WORKSPACE SUPPORT | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **1148,00** | |
| | | | | | |
| | **ASSIGNABLE AREA** | | **ASM** | **1148,00** | |
| 17 | PARKING | 30 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# WESTERN CAPE - NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 43 | 8,00 | 344,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **455,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **892,00** | |
| | | | | | |
| | **ASSIGNABLE AREA** | | **ASM** | **892,00** | |
| 17 | PARKING | 35 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

# EASTERN CAPE - NEEDS ASSESSMENT FOR THE RMC

| SERIAL NO | DESCRIPTION OF ROOM | NUMBER OF STAFF | NORM PER UNIT | ASSIGNABLE SQUARE METERS | REMARKS |
|---|---|---|---|---|---|
| | ASSIGNABLE AREA (80%) | | | | |
| | **MANAGEMENT** | | | | |
| | | | | | |
| 1 | MANAGER L12 | 1,00 | 25,00 | 25,00 | |
| 2 | ASSISTANT MANAGER L9 | 1 | 20,00 | 20,00 | |
| 3 | ICT SUPPORT STAFF L9 | 1 | 16,00 | 16,00 | |
| | | | | | |
| | **ADMINISTRATION** | | | | |
| 4 | ADMINISTRATION STAFF L3 - L8 | 57 | 8,00 | 456,00 | |
| 5 | SCANNING BUREAU | 1 | 50,00 | 50,00 | |
| | | **Workspace Total** | | **567,00** | |
| | **WORKSPACE SUPPORT** | | | | |
| 6 | BOARDROOMS 35 PAX PER BOARDROOM | | | 60,00 | |
| 7 | MEETING / TRAINING / INTERVIEW ROOMS | | | 50,00 | |
| 8 | STAKEHOLDER ROOM | | | 40,00 | |
| 9 | EMPLOYEE WELLNESS FACILITIES | | | 12,00 | |
| 10 | TEA KITCHENS | | | 65,00 | |
| 11 | DOCUMENT STORAGE AREAS (Incl Archive room) | | | 30,00 | |
| 12 | OTHER STORES (STATIONERY ETC) | | | 20,00 | |
| 13 | RECEPTION AREA | | | 80,00 | |
| 14 | SECURITY CONTROL ROOM | | | 20,00 | |
| 15 | SERVER ROOM | | | 20,00 | |
| 16 | SHREDDING ROOM | | | 40,00 | |
| | | **Workspace Support Total** | | **437,00** | |
| | | | | | |
| | | **Total Space Required** | | **1004,00** | |
| | | | | | |
| | **ASSIGNABLE AREA** | | **ASM** | **1004,00** | |
| 17 | PARKING | 35 Parking Bays | | | |
| | **OTHER NEEDS** | | | | |
| **Nature of Access to the premises** | | X | | | Ramp or/and lifts to be provided for people with disabilities and elderly. |
| **Security** | | X | | | Building should meet security standards |
| **Air Conditioning** | | X | | | The entire premises should be air conditioned. |
| **Power Ducting** | | X | | | To be allowed for in all work areas and offices and to support data cabling and IT telephony. |

ANNEXURE C

**BUILDING MAINTENANCE AND OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS**

## 1. Building Maintenance Requirements

1.1 A detailed Building Maintenance Plan must be provided by the service provider for the maintenance of the following:
- 1.1.1 Fire extinguisher equipment;
- 1.1.2 Air Conditioning system;
- 1.1.3 Plumbing;
- 1.1.4 Replacement of carpets;
- 1.1.5 Replacement of light bulbs;
- 1.1.6 Service of boilers,
- 1.1.7 Electrical maintenance;
- 1.1.8 Maintenance of backup power system;
- 1.1.9 Installation and maintenance of proper ventilation system;
- 1.1.10 Repairs of any damages property/building.

## 2. OHS (Occupational Health and Safety) Requirements

2.1 Mandatory (Electrical Certificate of Compliance, Fire, Occupational Certificate) to remain valid for the duration of the contract (03 years);
2.2 Evacuation plan and assembly point to be provided by the service provider;
2.3 Air Conditioning and ventilation provision to be sufficient to serve the room/ space and the number of people in an area, installation to be approved by the professional electrical engineer;
2.4 The Records Management Centre (RMC) to be occupied after the (COC) electrical certificate of compliance has been issued.

## 3. Water & Electrical Services

3.1 Separate meters to be installed for billing
3.2 Rates and taxes to be paid prorate (pro-rata) –
3.3 Install separate meters for water and electricity (i.e. SASSA office space & service provider's office space) for billing purposes.
3.4 Service provider to provide back –up water system in case of water shortages (ie. Water tanks).

## 4. Back-up power system

**4.1** Service provider to provide back –up power system in case of power outages.
**4.2** Wear and tear to be the responsibility of the service provider.

# ANNEXURE D – CLEANING AND SANITATION REQUIREMENTS

ANNEXURE D

**CLEANING AND SANITATION REQUIREMENTS**

1. The appointed service provider(s) will be required to provide:

   1.1 **NB:** Details on the square meters for the Records Management Centre are on **Annexure B (Office Space & Facilities Maintenance Requirements).**

   1.2 The service provider(s) are expected to provide cleaning services as described on:
   1.2.1 **PART A** – Office Cleaning Services Requirements;
   1.2.2 **PART B** – Sanitary Consumables Requirements.

   1.3 The cleaner must have the following general cleaning equipment and material:
   1.3.1 Industrial Heavy duty carpet cleaner (wet and dry);
   **Specifications for the Industrial Vacuum Cleaners**
   - Wet and dry vacuum cleaner with max power – 2400 (w);
   - Sound level - very low;
   - Wet and dry nozzle – 360mm.

   1.3.2 Industrial vacuum cleaners (less noise);
   1.3.3 Broom;
   1.3.4 Mop trolley;
   1.3.5 Scrubbing brushes;
   1.3.6 Buckets;
   1.3.7 Steel wool;
   1.3.8 Furniture polish;
   1.3.9 Multipurpose cleaner;
   1.3.10 Toilet cleaner;
   1.3.11 Disinfectant soap;
   1.3.12 Dusters;
   1.3.13 Scourers;
   1.3.14 Micro fibre blind cleaner;
   1.3.15 Latex gloves;
   1.3.16 And all other necessary cleaning material;

   1.4 Every cleaner must be clothed in full uniform, depicting the name of the company.

   1.5 **Strict adherence to the Colour Coding Guide in the provision of Cleaning and Sanitation Services as follows:**

   - - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;
   - YELLOW - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
   - BLUE - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;

- GREEN - used in food processing and food serving areas, such as kitchens & canteens, pause areas.

**PART A – Office Cleaning Services Requirements**

**STANDARD CLEANING ACTIVITIES**
**FLOOR MAINTENANCE:**

**Resilient/Laminated Floors:**

| | |
|---|---|
| o Sweep or damp mop. | Daily |
| o Machine burnish. | As necessary |

**Stone Floors (ceramic tiles):**

| | |
|---|---|
| o Sweep. | Daily |
| o Damp Mop. | Daily |
| o Machine Buff. | As Necessary |
| o Machine scrub. | As Necessary |

**Rugs and Carpeting:**

| | |
|---|---|
| o Vacuum clean thoroughly: | |
| - Heavy traffic areas. | Daily |
| - Medium traffic areas. | Alternative Days |
| - Light traffic areas. | Twice per week |

**DUSTING:**

| | |
|---|---|
| o Dust all surface (low level). | Daily |
| o Dust all high ledges and fittings. | Weekly |
| o Dust all surfaces (wall, cabinet, etc.) | Weekly |
| o Dust all window ledges. | Daily |
| o Dust telephones. | Daily |
| o Clean and disinfect telephones. | Daily |

**WASTE DISPOSAL:**

| | |
|---|---|
| o Provide refuse bags for the bins | Daily and when required |
| o Empty and clean all waste receptacles. | Daily |
| Remove all waste to specified areas. | Daily |
| o Remove all waste papers. | Daily |

**WALLS AND PAINTWORK:**

| | |
|---|---|
| o Spot clean all low surface, i.e. glass, walls, doors and light switches. | Daily |

**GLASS AND METAL WORK:**

| | | |
|---|---|---|
| o | Spot clean glass doors. | Daily |

**ENTRANCE AND RECEPTION:**

| | | |
|---|---|---|
| o | Sweep entrance steps and entrance. | Daily |
| o | Clean doormats and wells. | Daily |
| o | Wash steps. | Daily |

**TOILETS AND REST ROOMS:**

**Normal usage toilets and rest rooms**

| | | |
|---|---|---|
| o | Provide toilet brushes for all toilets | Once off and when required |
| o | Maintain floors according to types. | Daily |
| o | Deep clean toilets | Quarterly (only on weekends) |
| o | Damp mop floors with disinfectant. | Daily |
| o | Empty and clean all waste receptacles. | Daily |
| o | Empty and clean sanitary bins. | Weekly |
| o | Clean and sanitize all bowels, basins, urinals, showers and baths (where applicable). | Daily |
| o | Mirrors. | Daily |
| o | Clean all metal fittings. | Daily |
| o | Spot clean walls, doors, partitions and lockers where applicable. | Daily |
| o | Replenish consumables i.e. toilets papers, soap and towel cabinets. | Daily |

**LIFTS AND LIFT FOYERS:**

| | | |
|---|---|---|
| o | Completely clean interior of the lifts including indicator boards. | Daily |
| o | Clean lift door tracks. | Daily |

**STAIRCASES:**

| | | |
|---|---|---|
| o | Dust and sanitize handrails and fittings. | Daily |
| o | Maintain landings, treads and risers according to finish. | Daily |
| o | Clean fire escape. | Weekly |

**WINDOW CLEANING:**

| | | |
|---|---|---|
| o | Clean interior and exterior faces of all accessible windows. | Quarterly (only on weekends) |
| o | Partition glass. | Weekly |

**BLINDS:**

| | |
|---|---|
| ○ Dust. | Twice a week |
| ○ Ensure that blinds are in place/order. | Daily |

**PARKING:**

| | |
|---|---|
| ○ Pick up litter and remove to waste area. | Daily |
| ○ Sweep. | Weekly |

**STOREROOMS:**

| | |
|---|---|
| ○ Scrub the floor. | Twice a month and when required |
| ○ Dust all areas | Twice a month and when Required |
| ○ Remove all unwanted papers and other items | Twice a month and when required |

**DINING/PAUSE ROOMS:**

| | |
|---|---|
| ○ Maintain and clean floors according to type. | Daily |
| ○ Dust all vertical and horizontal surfaces to a height of 2.5m. | Daily |
| ○ Damp wipe furniture. | Daily |
| ○ Empty and clean receptacles. | Twice a day |
| ○ Collect dirty dishes and wash them in the kitchen. | As and when required |

**KITCHEN:**

| | |
|---|---|
| ○ Maintain and clean floors (inside and outside). | Daily |
| ○ Wash the dishes in the kitchen. | Twice a day and when Required |
| ○ Clean the fridges. | Fortnightly and when Required |
| ○ Clean the microwaves | Twice per week and when Required |
| ○ Clean and re-fill water boilers | Twice per week and when Required |

**BOARDROOMS AND TRAINING ROOMS:**

| | |
|---|---|
| ○ Maintain and clean floors. | Daily |
| ○ Dust all boardroom tables and chairs. | Daily |
| ○ Collect dirty dishes and wash them in the kitchen | As and when required |

**OFFICES:**
**In addition to the standard cleaning activities for offices**

| | |
|---|---|
| ○ Collect dirty dishes and wash them in the kitchen | As and when required |
| ○ Wash water jugs and glasses and re-fill water jugs | Daily |

**WATER COOLERS:**

| | |
|---|---|
| ○ Clean and re-fill water coolers | Twice a week |

**SERVICE TIMES:**

- Day cleaning - Monday to Friday from **06h30 to 15h00** or as practical in the environment.
- Night cleaning is not allowed.

**MISCELLANEOUS:**

| | |
|---|---|
| ○ Polish desk and office furniture. | Fortnightly |
| ○ Wash vinyl covered furniture. | Monthly |
| ○ Vacuum cloth covered furniture. | Monthly |
| ○ Removal of empty boxes | When required |

**QUARTERLY CLEANING EXERCISES**

| | |
|---|---|
| ○ Carpet cleaning **(deep cleaning)** | Quarterly **(only on weekends)** |
| ○ Clean interior & exterior part of windows | Quarterly **(only on weekends)** |
| ○ Pest & Rodent Control **(Follow up exercises after 6 weeks of each exercise)** | Quarterly **(only on weekends)** |
| ○ Deep cleaning of chairs and couches **(Number may increase or decrease)** | Six monthly **(only on weekends)** |
| ○ Deep toilet, foyer, kitchen floors and pause area floors cleaning **(stripping)** | Quarterly (only on weekends) |

**EXCLUDED AREAS:**

- Electrical and mechanical plant rooms.

**PART B – Sanitary Consumables Requirements**

**<u>NB:</u> The service provider must install and maintain the following battery operated and automated sanitary equipment and consumables required:**

- Toilet Paper Holders and Refills;
  **Toilet Paper Quality must comply with SANS 1887 Part 2**
- Sensor and battery operated Hand Blowers;
- Foam Seat Spray Dispensers (Foam) and Refills;
- Sensor and battery operated sanitizer Drip Master for Urinals;
- Sensor and battery operated sanitary Waste Bins and Removal Service (weekly);
  **Sanitary bins service – sub contracted by specialists (not by the cleaning company).**
- Sensor and battery operated hand soap Dispenser and Refills;
- Sensor and battery operated hand sanitizer dispenser and refills **(placed in common areas ie. Main entrances, Boardroom entrances and photocopier machines)**;
- Sensor and battery operated Auto Flush Units for Urinals;
- Battery operated air Fresheners (Digital) and Refills.

**BATTERY SPECIFICATIONS**

- **Extended life – Alkaline batteries**

**Covid – 19 Pandemic mitigation** – All common areas to be sanitized 4 x times a day:

- (Bathrooms, fridges, microwaves, kettles, kitchens, photocopy machines etc.);
- Disinfection/Decontamination after a Covid-19 positive case.

**N.B: The service provider shall be expected to properly monitor the usage of the abovementioned and ensure that THERE IS NO SHORTAGE AT ALL TIMES.**

**Cleaning of the yard - As and when necessary.**

**RECORDS MANAGEMENT CENTRE**

| **Region** | **SASSA Staff Numbers** |
|---|---|
| FREE STATE | 28 |
| NORTH WEST | 29 |
| KWAZULU NATAL | 75 |
| WESTERN CAPE | 43 |
| NORTHERN CAPE | 18 |
| GAUTENG | 43 |
| LIMPOPO | 55 |
| MPUMALANGA | 34 |
| EASTERN CAPE | 57 |

# ANNEXURE E

# ANNEXURE E
# SECURITY REQUIREMENTS

**ANNEXURE E**

**SECURITY REQUIREMENTS**

## 1. GENERAL SECURITY MEASURES

1.1. 24-hour monitored security

1.1.1. Security guards to be deployed during the day as follows:
- ✓ All entrance gates – two armed guards.
- ✓ Reception area – two armed guards.
- ✓ Security control room two guards p/shift – day and night shifts.
- ✓ Night Shift – three armed guards for night shift

1.2. The building must have the following security measures:

1.2.1. Perimeter protection serves as first line of defense and the outer perimeter as being essential for the detection and deterrence of perpetrators. The building must have a Clear view fence Welded Mesh Flat Panel Anti Cut fence consisting of the following:-
- ✓ Anti-cut/Anti-climb
- ✓ Panel Width – 2515mm (Reduced panel width for more rigidity)
- ✓ Vertical Wire Diameter – 4.00mm
- ✓ Horizontal Wire Diameter – 3.15mm
- ✓ 3 Horizontal "V" Bends for added Strength & Rigidity
- ✓ Hole 15x78mm
- ✓ 2100mm Panel Heights
- ✓ The concrete plinth must be cast in situ along the inside of the erected concrete palisade
- ✓ A full strength electric fence
- ✓ Beam detectors

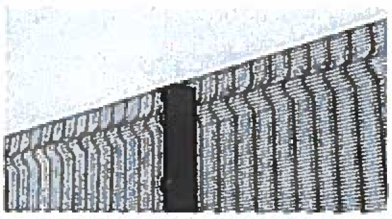

*Figure 1 Fence Welded Mesh Flat Panel Anti Cut*

1.3. Security Illumination

1.3.1. Perimeter illumination and topping up illumination for parking be installed to deter criminals.
1.3.2. Perimeter lighting around the building and also at access control point (main gate).
1.3.3. Security lights fitted with infrared motion detection be installed

1.4. Access Control – SASSA Office Space

1.4.1. Walk through metal detector and X-ray machine/hand held detectors at the reception – including maintenance of the equipment.
1.4.2. Biometric access control system consisting of the following:

- ✓ Cabling
  - ➢ All cabling to be neat and enclosed in conduit
- ✓ Communications
  - ➢ Algorithm type: Verification (1:1)
  - ➢ Enrollment time < 5 seconds
  - ➢ Verification time < 2 seconds
  - ➢ Template size: - 250 bytes
  - ➢ Dual verification- keypad as well as fingerprint identification
  - ➢ Record of transactions to be kept on base memory as well as on a remote site PC
  - ➢ Tri- color light indicator bar as well as multi tone speaker to provide distinguishable indicators
  - ➢ Compatible to multi networks
- ✓ Voltage
  - ➢ Voltage 9-12 V DC
  - ➢ Current draw at idle: 0.20 amps @ 12V DC
  - ➢ Current draw at maximum: 0.50 amps @ 12V DC
  - ➢ Back-up emergency power supply
- ✓ Mounting
  - ➢ Flat surface
  - ➢ Mounting plate must accept not less than six screws or bolts
  - ➢ Reader must be enclosed in a tamper proof, heavy duty casing- poly carbonate or metal
  - ➢ Outdoor applications at the vehicle entrance gate must be in a weatherproof, ultra violet resistant housing
  - ➢ Illuminated keypad/ fingerprint pad for low light conditions
- ✓ Operating temperature/ humidity
  - ➢ -10 to 60 C
  - ➢ 5-95% non-condensing

- ✓ Properties
  - ➢ Must be standalone units
  - ➢ Fingerprint identification
  - ➢ Provide record of identity( designation, name, persal number of user) as well as time and attendance
  - ➢ anti- pass back status
  - ➢ must provide for anti-tamper switches
  - ➢ Each individual site to have its own unique access combination
  - ➢ Equipment for each site to be designed individually

- ✓ Entrance doors
  - ➢ 2 + Full height stainless steel glass turnstiles to be fitted at the main entrance
  - ➢ 1+ Stainless steel paraplegic gates to be fitted at the main entrance
  - ➢ 2+ Electronic gooseneck boom barriers to be fitted at the vehicle entrance
  - ➢ The reader must also be fitted at two entrance doors to the fourth floor

1.4.3. Security registers and not limited to the following
- ✓ Asset
- ✓ Visitors
- ✓ Visitors vehicle control
- ✓ Government vehicle
- ✓ After hours

1.5. Alarm system not limited to:

1.5.1. In order to ensure the detection of an intrusion, the building must have intruder detection system. Said intruder detection system must be in compliance with relevant standardization and industry governing bodies, to ensure effectiveness and optimal performance with regard to equipment and workmanship.

1.5.2. An intruder detection system must consist of the following:

- ✓ Control panel for the activation and deactivation of the intruder alarm system;
- ✓ Reed Switches (Door /Window Contact Switches);
- ✓ Volumetric Motion Sensors (Passive Infrared) covering all sensitive areas nor limited to the server room, all the passage areas, loading zone, capturing room;

- ✓ Magnetic door contacts on all external doors of the building (including emergency exit doors);
- ✓ A fixed and remote controlled panic button to be installed close to the desk of the manager's office and the security at the reception for activation during emergency situation;
- ✓ Perimeter beam detectors to detect any movement over the perimeter;
- ✓ Back-up battery/ups;
- ✓ Red flasher unit displayed prominently on the outside of the building; and
- ✓ Alarm monitoring in the monitoring room with audible alarm;
- ✓ Red flasher unit displayed on a prominent place on the outside of the building.

1.5.3 The intruder alarm system must be zoned to enable different sections of the building to activate the alarm independently for detection of movement after hours or the occupants to activate it when the need arises. The regular testing of the intruder alarm system to ascertain that it is functioning optimally is a recommendation.

1.5.4 The installed intruder detection system must be comprehensive and be in compliance with South African National Standards (SANS) as well as other Intruder Detection Regulatory Bodies/Associations (e.g SAIDSA and ICASA).

- ✓ South African National Standards (SANS);
- ✓ SANS 2220-1-1:2013 Electrical security systems - Part 1.1: Intruder alarm systems - General requirements;
- ✓ SANS 60839-2-3:2010 Requirements for Intruder Alarm Systems-Part 2.3 Infra-red beam interruption detectors;
- ✓ SANS 60839-2-4:2010 Requirements for Intruder Alarm Systems-Part 2.4 Ultrasonic Doppler detectors;
- ✓ SANS 60839-2-5:2010 Requirements for Intruder Alarm Systems-Part 2.5 Microwave Doppler detectors.

## 1.6. CCTV

1.6.1. It is proposed to install a CCTV camera surveillance system in order to detect and monitor the possible intrusion of unauthorized persons with malicious or criminal intent into the facility. Said systems must proactively be monitored on a 24/7/365 basis in the main security control room in compliance with sound engineering and ergonomic principals.

1.6.2. CCTV cameras must be placed at the following areas:

- ✓ All access points (vehicle/pedestrian entrances) in the outer
- ✓ perimeter (50% recognize & 100% identification);

- ✓ The entire perimeter with zero blind spots (25% observation);
- ✓ Access doors to the buildings (50% recognize or 100% identification); and
- ✓ Predetermined sensitive areas, e.g. loading bays, file capturing area, reception area, shredding area, server room (unusual areas = 10%, 25%, 50%, 100%).
- ✓ NB: Private areas such as ablution facilities and change rooms must be excluded from the monitoring / recording of CCTV camera systems.

1.6.3. A detailed Operational Requirement in compliance with SANS 10222-5-1-1 must be include the following:

- ✓ Only high quality system components including CCD static and vandal resistant dome cameras, IP 66 camera housings, auto iris/auto focus lenses, monitors, video switchers, digital/network video recorders, graphic interface and cabling must be installed;
- ✓ Site plan (indicating location, field of view, type, obstructions, etc);
- ✓ Minimum retention period of 30 days (record on motion only/video motion detection);
- ✓ observed Target areas;
- ✓ observed Target activities;
- ✓ SOP for the handling of activities;
- ✓ Picture quality and system testing in compliance with SANS 10222-5 -1-4;
- ✓ Required result of a successful response to the activity in compliance with SANS 10222-5-1-1.
- ✓ Auto system reboot without password in case of power failures;
- ✓ Reporting structure of malfunctioning must be displayed prominently;
- ✓ Hidden/enclosed power outlets for CCTV systems to prevent unauthorized switching off by operators;
- ✓ Detailed service level agreements (SLA) or maintenance contracts in compliance with SANS 10222-5-1-5; and
- ✓ The CCTV and all other electronic security systems must be connected to an Uninterruptable Power Supply (UPS) for continuity during power outages and protection against lightning strikes.

1.6.4. Records Storage Facility access control – to ensure that unauthorized people do not have access to the SASSA records.

1.7. Secure loading and unloading area for records.

1.8. Secure main entrance/gate:

1.8.1. Guard house:

- ✓ Full time security guard conducting security checks;
- ✓ Communication equipment, panic buttons, windows with full view and have glazing.
- ✓ Must have an ablution facility.

1.8.1 Entrance for vehicles:

- ✓ Lockable steel sliding gate;
- ✓ Boom gate.

1.9 Security rounds must be conducted within and outside the records storage facility.

1.10 Security checks must be conducted.

1.11 Security systems which are inspected and tested must be in place.

1.12 Key control measures.

1.13 Locks

1.13.1 High security locks be fitted as an integral part of all office doors and the use of cylinder type deadlocks must preferably be used. The locks must facilitate the replacement of the cylinder without the need to replace the casing of the lock. The locks must enable the use of master key.

1.14 Window Burglar Proofing:

1.14.1 Must be strong bars – preferably square tubing;
1.14.2 Must be drilled to the concrete wall.

1.15 Firefighting Equipment

1.15.1 The records storage facility shall be so designed, constructed and equipped that in case of fire:

- ✓ The protection of occupants or users therein is ensured and that provision is made for the safe evacuation of such occupants or users.
- ✓ The spread and intensity of such fire within such building and the spread of fire to any other building will be minimized.

- ✓ Sufficient stability will be retained to ensure that such building will not endanger any other building, provided that in the case of any multi-storey building no major failure of the structural system shall occur.
- ✓ Adequate means of access and equipment for detecting, fighting, controlling and extinguishing such fire is provided.

1.15.2 Contingency plans for RMC

1.15.3 Maintenance for fire detection systems

1.16 Systems

1.16.1 Key Control Management System.

1.16.2 An Intruder Alarm System.

1.16.3 Fire Detection System:

- ✓ Smoke Detector and Fire Sprinkler.
- ✓ Fire Suppression Unit

1.16.4 Control room for monitoring of the safety and security systems such as:

- ✓ Intruder alarm system.
- ✓ Fire escape doors around de facilities.
- ✓ Fire detection system linked to the control room fire panel.
- ✓ RF tracking.
- ✓ Fire detection panel.

1.17 Disaster recovery plan to be developed and presented.

1.18 Screening of the service provider's officials – twice a year.

# ANNEXURE F – ICT REQUIREMENTS

**ANNEXURE E**

## 1. ICT REQUIREMENTS

### 1.1. Server Room

- 12m2 Server Room
- Brick Wall or Steel Reinforced all around
- Raised Anti-Static Heavy Duty Tiles and a Ramp
- Fire Sprinkler System must not be installed in the Server Room
- Fire Protection System for Server Rooms
- 2x 26 Split Unit Air Conditioner
- No Windows
- Secured Ceiling
- Sub Distribution Board
- Earth pole
- Grade 2 – security fire door
- Server Room must not be next to Toilets, Kitchen or any plumbing clusters
- Server Room must be at a location where it can cover 100m cabling distances to all ends

### 1.2. ICT Support Location

- Dedicated and Lockable Office
- 12m2 in size

### 1.3. Electrical /Power

- Boardroom (6 red and 6 white power plugs)
- Offices (1 red and 1 white plug)
- Training Room (15 red and 15 white plugs)

### 1.4. Infrastructure

- One Red Power Point and One White Point everywhere power is required
- 125Amp Trip Switch for every five Power Points
- Two Conduits Underfloor Grating
- Telkom Requirements for Data Lines (Metro Ethernet) and ISDN Lines: GPS Coordinates, Physical Address, ERF Number and On Premise Telephone
- For Each Multifunction Printers – One Dedicated Power Point (20 users per unit)
- One dedicated Power Point per Bulk Scanner (maximum = 3)

### 1.5. Critical Evaluation Elements

- Bidder to Provide Telkom infrastructure Availability information (Metro Ethernet at Best, Diginet 4MB's at Worst).

### 1.6. NUMBER OF STAFF MEMBERS

| **Region** | **SASSA Staff compliment** |
|---|---|
| FREE STATE | 28 |
| NORTH WEST | 29 |
| KWAZULU NATAL | 75 |
| WESTERN CAPE | 43 |
| NORTHERN CAPE | 18 |
| GAUTENG | 43 |
| LIMPOPO | 55 |
| MPUMALANGA | 34 |
| EASTERN CAPE | 57 |

# ANNEXURE G – TABLE OF EXPERIENCE

**BIDDERS' EXPERIENCE TABLE – CURRENT AND PAST CONTRACTS (CLIENT BASE)**

**NB: It is compulsory for the bidders to complete the table below**

A list of current and past contracts which are relevant to the service required in the bid specifications must be attached to the bid proposal. The following template must be used and must be completed in full.

Indicate all the current and past contracts in the table below and ONLY those relevant to the **RECORDS MANAGEMENT SERVICES** required in the bid specifications. Only the relevant experience shall be considered for bid evaluation purposes.

| Name of client/organization that has/had a contract with the bidder | Contract period (indicate start and end dates), e.g. 1 April 2012 to 31 March 2013 | Nature of services provided relevant to TORs (records storage, maintenance, retrieval and records transportation) | Contact persons and telephone numbers of the Contract Manager | Volumes of records managed p/client | Reason for Termination |
|---|---|---|---|---|---|
| **Example:**<br>South African Social Security Agency | 1 April 2016 to 31 March 2019 | Records storage, maintenance, retrieval and records transportation | Mr M Mothiba<br>Tel No.: 012 400 2065<br>Email: MothibaM@sassa.gov.za | 80 million records/80 000 boxes | Expiry of the contract |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |



**NB: SASSA has a right to verify the contents of this list directly with the bidders' clients. Bidders are required to complete this table in full as it shall be used to evaluate bidders' experience and capability (in terms of – number of years of company's experience and capability – volumes of records managed). Minimum of one (1) Signed and dated Letter from the bidder's clients confirming the contract period and the number of records volumes managed by the bidder are required and signature date must not be older than 3 months.**

| Name of client/organization that has/had a contract with the bidder | Contract period (indicate start and end dates), e.g. 1 April 2012 to 31 March 2013 | Nature of services provided relevant to TORs (records storage, maintenance, retrieval and records transportation) | Contact persons and telephone numbers of the Contract Manager | Volumes of records managed p/client | Reason for Termination |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |

**National Footprint (Specify towns/cities where the bidder has Records Storage Facilities in the country)**

| Region | City/Town |
|---|---|
| Eastern Cape | |
| Free State | |
| Gauteng | |
| Kwazulu Natal | |
| Limpopo | |
| Mpumalanga | |
| North West | |
| Northern Cape | |
| Western Cape | |



**NB: SASSA has a right to verify the contents of this list directly with the bidders' clients. Bidders are required to complete this table in full as it shall be used to evaluate bidders' experience and capability (in terms of – number of years of company's experience and capability – volumes of records managed). Minimum of one (1) Signed and dated Letter from the bidder's clients confirming the contract period and the number of records volumes managed by the bidder are required and signature date must not be older than 3 months.**

# ANNEXURE H

# ANNEXURE H
# PACKAGING OF THE BID PROPOSAL

**ANNEXURE H**

**PACKAGING OF THE BID PROPOSAL**

**CONTENTS**

***File Divider***

- Bid Forms

***File Divider***

- All Administrative Compliance Documents.

***File Divider***

- Checklist for submission of Bid

***File Divider***

- Profile of the Company in relation to records management – current compliance to all regulations, security measures, national footprint, etc.
- Experience – Completed table (for experience) provided in the bid specifications.
- Letters from the bidder's clients (maximum of 3 current clients) confirming the contract period and the number of records volumes managed by the bidder.

***File Divider***

- Initial Records Intake Exercise Plan.

***File Divider***

- Proposed Plan for the Records Transportation, Storage, Maintenance, Retrieval, Support Services and Office Accommodation in SASSA specified locations.
- Proposed Occupational Health & Safety, Security, Cleaning Services and Facility Maintenance Plan.
- Annexure 20: Checklist for Offsite Storage Facilities from National Archives

***File Divider***

- Disaster Management Plan.

***File Divider***

- Price Proposal (enclosed in an envelope).

***File Divider***

- All other information as per bid specifications.

# ANNEXURE I MANAGEMENT/FLAT RATE MODEL

**NB: All bidders are required to submit their price proposals in line with this template and the template must specify all costs in relation to this bid. All charges for the required services must be clearly indicated in South African Rands . All charges that include VAT must be captured as such. A successful bidder shall not be allowed to alter the price later, claiming that it did not include VAT in the bid proposal. Price proposals that do not comply with this template will not be considered. Applicable Terms and Conditions must be specified in this template**

| Services | | EASTERN CAPE | FREE STATE | GAUTENG | KWAZULU NATAL | LIMPOPO | MPUMALANGA | NORTHERN CAPE | NORTH WEST | WESTERN CAPE |
|---|---|---|---|---|---|---|---|---|---|---|
| <u>Management Fee/ Flat Rate p/month inclusive of the following services:</u><br>➢ Transportation of Records on a weekly basis (upon confirmation of request for collection)<br>➢ Electronic Document Tracking (to be used for monitoring the collection of records from Local Offices)<br>➢ Retrieval of Files in (24 & 4 hours)<br>➢ Records Storage<br>➢ Management of records (at file level)<br>➢ Track and Trace of Records<br>➢ Management report as per bid specifications<br>➢ Management report as per bid specifications<br>➢ Initial Intake Exercise<br>➢ New box provision<br>➢ Other Services which form part of the management fee/flat rate | | R | R | R | R | R | R | R | R | R |
| **OFFICE ACCOMMODATION** | | | | | | | | | | |
| <u>Office Accommodation for SASSA Staff Cost p/month inclusive of:</u><br>Security;<br>Cleaning;<br>Maintenance;<br>Municipal charges,<br>Rental and;<br>Other services in relation to office accommodation. | | R | R | R | R | R | R | R | R | R |
| **OTHER COSTS** | | | | | | | | | | |
| Permanent Records Removal Cost - at the end of the contract | PER BOX | R | R | R | R | R | R | R | R | R |
| Other Costs relating to this bid (Specify Service and Cost) | | R | R | R | R | R | R | R | R | R |

# Annexure - J

# Service Standards

# SERVICE STANDARDS

## 1. KEY PERFORMANCE AREAS AND INDICATORS

1.1 The Service Provider is responsible for ensuring full compliance at all times to all the Key Performance Areas (KPAs).

1.2 Each KPA is allocated 100 points, where there are failures in meeting any of the KPAs, an e-mail (rectification order) will be issued by the Agency to Service Provider.

1.3 The Service Provider shall be given a specified amount of time to rectify the issue raised in the e-mail (rectification order).

1.4 If there is a failure to rectify the issue within the prescribed time frame, penalty points shall be deducted for each failure as detailed under the penalty point value.

1.5 If the Service Provider complies with the service standards, a compliance letter shall be issued on a monthly basis by each Regional Project Manager;

1.6 Monthly operational meetings are to be held to review contract performance based on the KPAs.

1.7 The performance measurement tool shall be applied per RMC.

## 1.8 PENALTY AND REWARD SYSTEM

1.8.1 The Service Provider will be penalised if more than 200 points are issued per month:

1.8.1.1 Either in one KPA or in various KPAs combined.

1.8.1.2 The Service Provider shall also receive a complimentary/compliance letter where compliance to the KPAs is achieved on a monthly basis.

1.8.1.3 The table below sets out penalties which shall be levied, which will be applicable per Region:

| POINTS VALUE | PERFORMANCE DEDUCTIONS |
|---|---|
| 700 | Contract Review at Risk |
| 650 | 80% of Consolidated Monthly Service Fee at Risk |
| 600 | 70% of Consolidated Monthly Service Fee at Risk |
| 550 | 60% of Consolidated Monthly Service Fee at Risk |
| 500 | 50% of Consolidated Monthly Service Fee at Risk |
| 450 | 40% of Consolidated Monthly Service Fee at Risk |
| 400 | 30% of Consolidated Monthly Service Fee at Risk |
| 350 | 20% of Consolidated Monthly Service Fee at Risk |
| 300 | 10% of Consolidated Monthly Service Fee at Risk |
| 250 | 5% of Consolidated Monthly Service Fee at Risk |
| 200 | 1% of Consolidated Monthly Service Fee at Risk |
| 150 | Threshold |
| Less than 150 | Compliance Letter |

**NB: The penalty points will be allocated upon agreement and relevant proof.**

## 1.9 STANDARDS FOR RECORDS MANAGEMENT SERVICES

### 1.9.1 OPERATIONS

| | KEY PERFORMANCE AREA | TURNAROUND TIME FOR THE AGENCY | TURNAROUND TIME FOR SERVICE PROVIDER | INDICATOR | PORTFOLIO OF EVIDENCE (Proof that standard has been met) | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|---|---|---|
| A. | Collection of files from the Local Offices<br><br>Usage of containers with seals for collection of files | 12-month Collection of Files Schedule submitted to Service Provider within the implementation date of the SLA. | Once a week | Files collected from all Local Offices as per the schedules<br><br>Seal of each container broken by RMC Official upon delivery. | Fact sheet/registers/batch-control for each collection signed by Driver, Local Office Official & RMC Official | Within 48 hours | 70 |
| B. | File Retrieval (24 Hours)<br><br>**Average Number of normal requests per day:** 500 files | Request submitted by 10:00 the previous day | One day after receiving request. | All files requested provided within set time frame | Request/Picking list. Retrieval Report. | Within the next 4 working hours | 70 |
| B1 | File Retrieval (72 hours)<br><br>More than 1500 files | 5 days in advance. | 5 days after receiving request. | All files requested provided within set time frame<br><br>**Condition:** Subject to agreed upon logistical arrangements (SASSA & Service Provider) | Retrieval Report. | N/A | N/A |
| C. | File Retrievals (4 Hours)<br><br>**Average Number of special requests per day:** 50 files | Request submitted one hour before turnaround time | 4 hours after receiving request | All files requested provided within set time frame | Request/Picking list. Retrieval Report. | Within the next working hour | 70 |

| | KEY PERFORMANCE AREA | TURNAROUND TIME FOR THE AGENCY | TURNAROUND TIME FOR SERVICE PROVIDER | INDICATOR | PORTFOLIO OF EVIDENCE (Proof that standard has been met) | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|---|---|---|
| D. | Provision of Media Products/Boxes<br>• Standard carton base with lid | N/A | Within a week after receiving a request | All boxes requested provided within set time frame | Receipt voucher | Within one working day | 40 |
| E. | Monthly Management Reports | N/A | Monthly | Management Reports submitted on the 3rd working day of each month | Management report | 24 hours | 60 |
| F. | Customer Service<br>• Conduct Customer Service Satisfaction Surveys per RMC | N/A | Six monthly | Report on the survey conducted submitted to SASSA. | | One week | 70 |

### 1.9.2 RECORDS STORAGE

NB: The site inspections shall be conducted by the Agency on a six monthly basis.

| KEY PERFORMANCE AREA | | TURNAROUND TIME FOR SERVICE PROVIDER | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted from 100 if non-performance is not corrected within rectification time) |
|---|---|---|---|---|---|
| A. | Security Measures | Date of occupation | Operational 24-hour monitored security within the storage area | 24 hours | 100 |
| | | Date of occupation | Physical access control in the storage area | Immediately | 100 |
| | | 1 month after occupation | Procedure manual on access to the storage area | One week | 60 |
| B. | Effective Disaster Prevention and Management Plan | 1 month after occupation | Approved Disaster Prevention and Management Plan | One week | 70 |
| | | 1 month after occupation | Approved business continuity plan | One week | 50 |
| C. | Storage Capabilities | Date of occupation | Electronic Records Management System for capturing files before storage | 24 hours | 90 |
| | | Date of occupation | Lifted Shelving and Racking | 24 hours | 70 |
| | | Date of occupation | Maintenance of appropriate ventilation controls for the preservation of files | 24 hours | 70 |
| | | Date of occupation | Durable quality and acceptable condition of boxes supplied by Service Provider | 24 hours | 60 |
| | | Immediately | Files kept inside boxes | Immediately | 50 |
| D. | Physical Care Services | Daily | Warehouse maintained in a clean condition | 24 hours | 50 |
| | | Quarterly | Fumigation against insects and rodents conducted | 48 Hours | 50 |
| | | Date of occupation | Keeping files away from direct light | 1 month | 60 |
| E. | Records Transportation Vehicles | Date of occupation | Secure and safe transport as per National Archives requirements (e.g. no windows, locking mechanism, no files on seats, vehicle tracking system) | 7 days | 80 |

## 1.10 SERVICE STANDARDS FOR CLEANING AND SANITATION

| | KEY ASPECT | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|
| A. | Cleanliness standards in the following key service areas:<br>• Bathrooms;<br>• Kitchens (sink/fridges/microwaves)<br>• Water Coolers;<br>• Workstations (chairs, tables);<br>• Carpeted/Tiled Floors;<br>• Pause Area;<br>• Boardrooms;<br>• Storerooms;<br>• Dustbins;<br>• Waste Room;<br>• Window Seats;<br>• Glass Doors/Walls; and all other areas as per specifications. | | | |
| | | • All key service areas cleaned in line with the specifications, with few issues to rectify | 2 hours | 70 |
| | | • 85% of officials rating the overall service good or above. | | |
| | | • Training records on cleaning and sanitation related training (as per cleaning industry requirements) attended by the cleaners and Supervisor. | 360 hours | 110 |
| B. | **Cleaners Daily Work Attendance** | • Cleaners are available for their contracted hours of work<br>• Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30 | 1 hour | 110 |
| | | • Training records on cleaning related (as per cleaning industry requirements) training attended by the relievers. | 168 hours | 110 |
| C. | **Provision and Maintenance of Sanitary Equipment and Consumables** | • SABS approved sanitary equipment and consumables | 24 hours | 110 |
| | | • Sanitary equipment functioning at all times | 24 hours | 110 |
| | | • Sanitary Waste Bins emptied weekly | 1 hour | 110 |
| | | • No shortage of sanitary consumables in | 1 hour | 110 |

| KEY ASPECT | | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|
| | | bathrooms.<br>• Daily refills done before 07:00 a.m. | | 110 |
| D. | Provision of Quarterly Cleaning Exercises | • Order of e.g. chairs, tables, dustbins in offices and workstations restored after chairs and deep carpet cleaning | 2 hours | 70 |
| | | • Chairs and carpet cleaned in line with expectations | 168 hours | 70 |
| | | • All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Interior Windows Cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and expectations. | 168 hours | 70 |
| E. | Provision and Maintenance of General Cleaning Equipment and Supplies | • SABS approved cleaning equipment and supplies | 24 hours | 110 |
| | | • Functional cleaning equipment at all times | 24 hours | 110 |
| | | • No shortage of general cleaning supplies | 3 hours | 110 |
| F. | Presentation and Uniform | • All staff well presented in company uniform and equipped at all times | 24 hours | 70 |
| G. | Safety Management System | • Clear and visual signs of safety (wet floor signs) | 20 minutes | 110 |
| | | • Training records on safety training (operations, chemicals, equipment) attended by cleaners. | 360 hours | 110 |
| | | • Usage of safe equipment and appropriate material (e.g. gloves) by cleaners. | 3 hours | 70 |
| H. | Public Liability | • Proactive measures by Service Provider to prevent damage or injury | 120 hours | 70 |
| | | • Very low number of claims | 120 hours | 110 |
| | | • Cleaners fill in statements when required | | 110 |

| | KEY ASPECT | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|
| | | • Efficient processing of claims | | 110 |
| | | • Cleaners promptly attend to spills | 1 hour | 110 |

## 1.11 STANDARDS FOR SECURITY SERVICES

| | KEY ASPECT | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|
| A. | Main Gate Access Control | • Access control register | 2 hours | 70 |
| | | • Physical security guards | 2 hours | 70 |
| | | • Random searches on people and vehicles conducted | 1 week | 50 |
| | | • Lockable remote controlled gate | 48 Hours | 50 |
| B. | CCTV Cameras | • CCTV installation certificate | 48 Hours | 70 |
| | | • Cameras and monitor linked to a control room | 48 Hours | 70 |
| | | • 90 days back-up drive | 24 hours | 70 |
| C. | Perimeter lighting | • Functional flood lights | 24 hours | 70 |
| D. | Locks | • High security locks for server room, bulk shredding room and training room | 48 hours | 40 |
| E. | Burglar proofing | • High tensile burglar bars on all windows and external doors | 1 week | 40 |

## 1.12 STANDARDS FOR OCCUPATIONAL HEALTH AND SAFETY

| | KEY ASPECT | INDICATOR | RECTIFICATION TIME (If standard not met) | PENALTY POINTS (Deducted if non-performance is not corrected within rectification time) |
|---|---|---|---|---|
| A. | Occupational Certificate | • Approved Occupational certificate | 60 days | 30 |
| B. | Electrical Compliance Certificate | • Approved electrical certificate by a technician with registered electrical council | 0 hours | 90 |
| C. | Fire Certificate for Office Space | • Approved fire certificate by fire brigade / SANS Compliant | 5 Days | 90 |
| D. | Air Conditioners | • Functional air conditioning units (adjustable to appropriate temperatures in winter and summer) | 48 hours | 50 |
| E. | Firefighting equipment | • Fire extinguishers / SANS Compliant | 24 hours | 50 |
| | | • Fire hose reels / SANS Compliant | 24 hours | 50 |
| | | • Sprinklers / SANS Compliant | 24 hours | 50 |
| | | • Fire hydrant / SANS Compliant | 24 hours | 50 |

**ADDRESSES**

**For the Agency:-**
Office of the Chief Executive Officer
501 Prodinsa Building
Cnr Steve Biko and Pretorius Street
Pretoria

**For the Service Provider:-**

_________________________

_________________________

_________________________

_________________________

SIGNED AT ______________________ ON THIS THE ___ DAY OF __________**2022**

**AS WITNESSES**:

1. __________________________

2. __________________________

__________________________
For and on behalf of the **Agency** (duly authorised)

SIGNED AT ______________________ ON THIS THE ___ DAY OF __________**2022**

**AS WITNESSES**:

1. __________________________

2. __________________________

__________________________
For and on behalf of the **Service Provider** (duly authorized)

**Rectification Order No.:** **Date:**

| No. | Service Description | Rectification Time |
|---|---|---|
| | | |
| | | |
| | | |
| | | |

**SASSA Representative**

**Name:**

**Signature:**

**Date:**

sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

**TERMS OF REFERENCE FOR THE CO-SOURCING OF THE BENEFICIARY RECORDS MANAGEMENT SERVICES FOR A PERIOD OF THREE (03) YEARS**

## 1. INTRODUCTION

The South African Social Security Agency (SASSA) was established in terms of Section 2 of the South African Social Security Agency Act, 2004 (Act No.9 of 2004). SASSA is a schedule 3A statutory body in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999, as amended), which is responsible for the management, administration and payment of social assistance grants.

## 2. BACKGROUND

2.1 SASSA is a custodian of high volumes of beneficiary records **(60 548 234 as at 31 March 2023)** which are currently managed in Records Management Centres (RMCs) situated in nine regions (1 Records Management Centre per region). **NB:** Volumes increase on a daily basis. The breakdown of records volumes per region are as follows:

| REGION | POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE | CURRENT FILE VOLUMES FOR THE REGION | CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH | CURRENT NUMER OF BOXES |
|---|---|---|---|---|
| **Eastern Cape** | East London | **8 547 637** | **0.49** | **160 618** |
| **Free State** | Bloemfontein | **2 889 843** | **0.33** | **79 130** |
| **Gauteng** | Johannesburg (Selby) | **8 874 424** | **0.78** | **110 218** |
| **Kwa-Zulu Natal** | Pinetown | **13 544 656** | **0.42** | **133 559** |
| **Limpopo** | Polokwane | **9 069 064** | **0.30** | **71 743** |
| **Mpumalanga** | Nelspruit | **5 023 497** | **0.70** | **51 250** |
| **Northern Cape** | Kimberly | **2 085 099** | **0.56** | **25 705** |
| **North West** | Mahikeng | **4 624 991** | **0.48** | **49 268** |
| **Western Cape** | Cape Town | **5 889 023** | **0.35** | **88 865** |

***NB* BASED ON AN AVERAGE OF 80-100 RECORDS PER BOX***

**NB:** The volumes provided above may increase or decrease during the contract duration.

2.2 The management of the beneficiary records takes place as follows:

2.2.1 Co-Source Arrangement – Storage and retrieval functions are performed by a service provider specializing in records management in Regions – **Co-source arrangement.**

2.3 The Agency has a responsibility of ensuring that the beneficiary records are stored and managed in a manner that will preserve them for as long as they are needed. It also has to ensure that during their lifecycle they are safe, accounted for, retrievable and not damaged.

## 3. PROJECT OBJECTIVES

3.1 SASSA seeks to enter into a co-source agreement with a competent records management company which has knowledge and experience in the provision of:

3.1.1 Transportation, offsite storage, maintenance, retrieval services and support services for files. The records storage facilities must be located in all nine regions, **within the 30 km radius of the current SASSA Records Management Centres**, for ease of access by SASSA.

3.2 The service provider must also provide office accommodation for SASSA's Records Management Centre (RMC) staff performing registry functions linked to the beneficiary records, within the offsite records storage facility per region.

## 4. PROJECT SCOPE

**4.1.** The service provider is expected to provide the following services:

**PHASE ONE**

### 4.1.1. Initial Records Intake Exercise

| |
|---|
| ✓ Collect, upload files/boxes and transport them from the current Records Management Centres to the new service provider's premises. |
| ✓ Replace plastic boxes in Eastern Cape Records Management Centre with appropriate boxes. |
| ✓ Develop the Initial Records Intake Plan with clear responsibilities of both parties and time lines. The Initial Records Intake Exercise must cover the following:<br>• Time Frames (including capturing of files onto the Service Provider's system);<br>• The Plan must make provision for records to be captured into the system of service provider as and when they are being received;<br>• Enable access to the records, as and when required by SASSA, during the intake exercise. **(Inclusive of Transportation of Records and SASSA assets to the new facilities, retrieval services during the relocation period prior to the commencement of the Contract).**<br>• **This is inclusive of the relocation of SASSA assets (Furniture and ICT Equipment etc.)**<br><br>✓ Account for each record that has been received from current storage facility of SASSA;<br>✓ No interim storage space, files must be moved to a permanent storage area from the onset. |

**Bidder's Initials................**

**ONGOING PHASE**

### 4.1.2. Records Transportation, Storage, Maintenance, Retrieval Services, Support Services and Office Accommodation for SASSA Staff

#### 4.1.2.1. Records Transportation Services

| |
|---|
| ✓ Collect files from SASSA Offices outlined in the Terms of Reference.<br><br>o Refer to **Annexure A** for collection points per region and distances. **NB:** It is important to indicate that the number of collection points may increase or decrease during the duration of the contract. The routes may also change.<br><br>o Collection must be scheduled on a weekly basis **(based on each SASSA Local Office confirming request for collection)** per collection point. **NB:** The time interval may change during the course of the contract.<br><br>o Delivery of files from the collection points to the RMC may change with developments as per the ICT systems support (ongoing scanning and online grants applications).<br><br>o Files must be collected from all offices on route (based on each Local Office confirming request for collection).<br><br>o RMC must be able to acknowledge receipt of files at file level.<br><br>o Secure and safe transport as per National Archives Requirements must be used always **(Refer to the National Archives Act)**.<br><br>✓ Deliver files as and when required by SASSA (72 hours from the collection point, Local Office to the RMC/**in line with Covid-19 protocols).** |
| ✓ The Service Provider must provide and maintain an electronic document tracking system that will be used for tracking the collection and delivery of records. SASSA must have access to the system. The system must:<br>o Alert the service provider of collections that must be made from Local Offices.<br>o Enable tracking at file level with audit trail. There must be access to different levels to locate the whereabouts of the files and transfer of ownership. |
| ✓ The files collected from SASSA Collection Points will be delivered to SASSA RMC/working area (within the Service Provider's premises) for processing, subsequent to which they will be collected by the service provider for storage in the warehouse.<br><br>o An electronic document tracking system shall be used to confirm the transfer of files from the collection points until storage in the warehouse. |
| ✓ The Service Provider retrieve records as and when necessary. |

**Bidder's Initials...............**

#### 4.1.2.2. Storage

| |
|---|
| ✓ Provide secure off-site storage for files which meet the standards prescribed in the:<br><br>o **Annexure 20**: Checklist for Offsite Storage Facilities, **Annexure 21**: Protecting Records against various Perils, Part 5 of the Records Management Policy Manual (Version of October 2007) and all other applicable requirements from the National Archives and Records Services of South Africa (NARS).<br><br>o Commercial Offsite Records Storage Regulations.<br><br>o International Standard – ISO 11799 – Information and Documentation: Document Storage Requirements for Archive and Library Material and other recently promulgated standards<br><br>o **The detailed standards outlined in the above mentioned documents cover the following categories:**<br>▪ Security Measures;<br>▪ Disaster Management;<br>▪ Facility Design and Location;<br>▪ Records Transportation Vehicles;<br>▪ Internal Policies and Procedures;<br>▪ Storage Capabilities;<br>▪ Physical Care Services;<br>▪ Customer Care Services. |
| ✓ The storage facilities must be located in 9 regions, in the following areas:<br><br>o Eastern Cape – East London;<br>o Free State – Bloemfontein;<br>o Gauteng – Johannesburg;<br>o Kwa-Zulu Natal – Pinetown;<br>o Limpopo – Polokwane;<br>o Mpumalanga – Nelspruit;<br>o Northern Cape – Kimberly;<br>o North West – Mafikeng;<br>o Western Cape – Cape Town.<br><br>✓ The service provider must have footprint, as per above mentioned SASSA requirements:<br>• The service provider must ensure readiness of facility by **01 December 2023** and SASSA must have access to the facilities three (03) months prior (**for progress monitoring, relocation of SASSA records, assets and connectivity set-up etc**). These facilities must be within the **30 km radius of current SASSA Records Management Centres**, for ease of access by SASSA. |

#### 4.1.2.3. Records Maintenance Services

| |
|---|
| ✓ Initial Services:<br>o New box provision when required;<br>o Packaging; |

**Bidder's Initials................**

| |
|---|
| - Data Entry;<br>- Indexing;<br>- And other related services.<br>Records must be captured into the system of the appointed service provider within the first six months of signing the service level agreement **(Refer to Annexure J)**. |
| ✓ Filing and Refiling in the Warehouse – once a file has been retrieved, re-boxed and handed over to the service provider, it must be re-traceable within 24 hours<br>✓ 72 hours for larger projects (ie destruction projects)<br>(No backlogs of not being able to retrieve the file). |
| ✓ File Locating and Retrieval Services:<br>- Locating:<br>  ▪ Have track and trace capabilities and be able to file and draw files when required.<br><br>- Retrieval:<br>  ▪ Retrieval for Special Projects – must be done at a box level for scanning, destruction, quality assurance and other similar projects.<br>  ▪ Retrieval for day to day operations must be done at file level;<br>  ▪ Retrieval must be done within the following time frames:<br>    • 1 day (within 24 hours) after receiving file request from SASSA. **Normal request: 500 files p/day**.<br>    • Within 4 hours after receiving file request from SASSA. **Special request: 50 files in four (04) hours.**<br>    • Bulk retrievals will also be required according to the project time lines which will be agreed upon. **Where bulk retrievals cannot be done per box, the service provider must provide 1500 files.**<br>    • Retrieval of loose correspondence – per ID number.<br><br>- Management of files<br>  ▪ System must be compatible with existing (bar codes)<br>  ▪ Boxes must be full at all times (average of 100)<br>  ▪ System must record details of loose correspondence – Details must be recorded per box. |
| ✓ Media Products:<br>- Service Provider will provide <u>**boxes and file stickers**</u> as and when the need is identified by SASSA/Service provider (replacement of damaged boxes and new boxes for new files).<br>  ▪ Standard Carton Base with Lid;<br>  ▪ Loose correspondence boxes – the box wallets must fit into the normal size box; |

**4.1.2.4. Support Services**

| |
|---|
| ✓ Reporting – electronic access to the reports is required.<br><br>- Report required by SASSA for operational purposes must cover the following areas:<br>  ▪ Retrievals performed per month:<br>    ✓ Main files;<br>    ✓ Loose Correspondence and boxes. |

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- Quantities of files collected from each collection point per Local Office per region per month;
- Number of trips undertaken per office per month;
- Number of files filed in the Registry (Records Storage Facility) per month;
- Number of new boxes provided to SASSA per month;
- Contract Exceptions (incidents of non-compliance to SLA **(Refer to Annexure J)** per month – SASSA and service provider to note and report on any discrepancies during the collection of records, including incidents of actual records collected not matching with what they were requested to collect.

  - Provide access to SASSA to extract the SASSA data base of records kept at their registry and all reports associated with management of the records as per the contract.

**NB:** SASSA's expenditure must be included in the reports. Savings suggestions must also be included in the report.

  - Each RMC Manager must receive his/her report monthly – by the 3rd working day of each month.
  - The Project Manager at SASSA Head Office must receive a consolidated report for all regions on a monthly basis.
  - **NB:** Example/Format of the proposed report template must be part of the bid proposal.

#### 4.1.2.5. Office Accommodation for SASSA Staff

✓ The service provider is expected to provide office accommodation for SASSA staff, within the premises of the offsite storage facilities and the services specified in this bid document:

  - Office space requirements – refer to **Annexure B** for office space requirements;
  - Facilities maintenance and OHS requirements – refer to **Annexure C**;
  - Cleaning & Sanitation Services – refer to **Annexure D** for cleaning and sanitation requirements;
  - Security Services – refer to **Annexure E** for security requirements;
  - ICT Network requirements (multi-purpose machines included) refer to **Annexure F** for ICT network requirements;
  - Scanning Bureau Requirements – refer to **Annexure B**.
  - Shredding machine requirements:
    - **Three-phase Power Plug**: 380-400Vac, 3-phase3 + Neutral + Earth, 5 – pins 32 amps per line, 60 Amp Circuit breaker on Distribution Board, Female "Caravan" type socket with isolater switch mounted on wall;
    - **Power Cable from Distribution Board to 3 Phase Plug requires**: 5 wires, minimum thickness of each wire: 4 mm;
    - **Distribution Board**: 60 Amp Circuit Breaker required from distribution board to 3 phase power plug;
    - Entrance to shredding room must have a double-door.

- ✓ The office space must comply with Occupational Health and Safety Requirements.
- ✓ The bidders are expected to attach a plan on how the office space will be refurbished/created to meet SASSA requirements. The timelines must also be clearly outlined.
- ✓ The bidders are expected to attach a **Covid – 19 Response plan** on how they plan to mitigate the impact of the **Covid - 19 pandemic and reduce the risks of transmission from paper (plan must be based on scientific evidence from reputable Health Research Institutions**). (For any future pandemics plans would be requested at a later stage).

## 5. COLLECTION POINTS FOR THE INITIAL INTAKE EXERCISE

5.1 The records will be collected from the following regional collection points as part of the initial intake exercise:

| REGION | POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE | CURRENT FILE VOLUMES FOR THE REGION | CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH | CURRENT NUMER OF BOXES |
|---|---|---|---|---|
| **Eastern Cape** | East London | **8 547 637** | **0.49** | **160 618** |
| **Free State** | Bloemfontein | **2 889 843** | **0.33** | **79 130** |
| **Gauteng** | Johannesburg (Selby) | **8 874 424** | **0.78** | **110 218** |
| **Kwa-Zulu Natal** | Pinetown | **13 544 656** | **0.42** | **133 559** |
| **Limpopo** | Polokwane | **9 069 064** | **0.30** | **71 743** |
| **Mpumalanga** | Nelspruit | **5 023 497** | **0.70** | **51 250** |
| **Northern Cape** | Kimberly | **2 085 099** | **0.56** | **25 705** |
| **North West** | Mahikeng | **4 624 991** | **0.48** | **49 268** |
| **Western Cape** | Cape Town | **5 889 023** | **0.35** | **88 865** |

NB: The actual volumes of records (volumes of main files and loose correspondence) will be confirmed one month before they are collected.

## 6. CONTRACT MANAGEMENT RESPONSIBILITIES

**SASSA shall:**

6.1 Provide the successful service provider with reasonable information relating to services required as well as SASSA's Records Management Policy.

6.2 Grant the successful service provider's staff access to SASSA's premises for file collection in line with the applicable security measures.

6.3 Conduct regular compliance inspections in line with the National Archives, Occupational Health and Safety, Security Requirements and all Commercial Records Management Regulations.

6.4 Comply to the contract and Operational SLA **(Refer to Annexure J)** provisions.

6.5 **Payment for Services**

SASSA shall pay for services on a monthly basis after having been presented with invoices and statements accompanied by supporting documentation that will be agreed upon during contract signing.

**The Service Provider shall:**

6.5 Provide compliant storage facilities and fully fledged office accommodation (as per Terms of Reference) for the period of the validity of the contract.

**6.6 Buildings must be accessible to all different types of disabilities ie. Such as to provide a lift/hoist where there is a multi-storey building for the persons with physical disabilities, etc. (Refer to Annexure B – Office Space Requirements - should also cater for persons with disabilities).**

6.7 Conduct business in a courteous and professional manner.

6.8 Provide the necessary documentation as requested prior to the awarding of the contract.

6.9 Comply with all contract and Operational SLA **(Refer to Annexure J)** provisions.

6.10 Allow SASSA physical access to the records storage area for monitoring purposes and other special reasons that SASSA will communicate in advance before requesting access.

6.11 **Disaster Management, Urgent Services & Emergencies:** In the event of any incident relating to the safe keeping of SASSA records, which may occur and are not specified in this bid document, that service must be undertaken by the appointed service provider, in line with the applicable SCM Procedures as and when required.

## 7 DURATION

The duration of the contract will be for **36 months (03 years)** as specified in the contract. The regions are expected to have access to the Records Management Centers three (03) months prior to the beginning of the new contract, **(for progress monitoring, relocation of SASSA records, assets and connectivity set-up etc)**, in line with the expected date of **01 December 2023**.

## 8 PRICING

### 8.1 Pricing Instructions

**NB: The bidders must complete the attached Price Template (Annexures I).**

8.1.1 The service provider is expected to take responsibility and accountability for the box and its contents (records) from the point of collection, storage and retrieval.

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8.1.2 The services must be charged at a management fee/flat rate. The service provider is expected to complete the attached price template **(Refer to ANNEXURE I). Pricing must be done taking into account that the service provider is expected to manage the records at a file level.**

8.1.3 The price must be specific in terms of the following:

8.1.3.1 The price must be fixed for the duration of the contract;

8.1.3.2 Price adjustments will be done annually in line with the Consumer Price Index approved by STATSSA after the anniversary of the contract.

8.1.4 Terms and Price of Permanent Removal or eventual move-out (i.e. when SASSA leaves the Service Provider's premises permanently with its records) must be clearly specified and indicated in the price proposal.

8.2 **Price Template**

8.2.1 The bidder must submit a detailed price structure. The pricing must be strictly done in line with the prescribed template **(ANNEXURE I).**

8.2.2 The price must be inclusive of VAT and firm for the duration of the contract, this must be indicated clearly in the price template. SASSA shall only accept the annual escalations that are aligned to the regulated CPI.

8.2.3 All costs associated with this bid must be clearly stipulated on the prescribed template.

8.1.1 **Price Negotiations:** The successful bidder is expected to enter into price negotiations with the South African Social Security Agency (SASSA).

8.1.2 The completed Price Template must be enclosed in a sealed envelope, separated from the Technical Proposal.

## 9 RESPONSE REQUIREMENTS

### 9.1 Accreditation and/or Compliance Certificates

9.1.1 Successful Bidder must provide the following documents five days before Occupation of the building:

- ✓ Electrical certificate of compliance
- ✓ Fire Systems Inspection Bureau;
- ✓ Automatic Sprinkler Inspection Bureau;
- ✓ Fire Detection Installers Association;
- ✓ PRISM International.

9.1.2 Bidders to provide a letter of commitment to provide the below mentioned documents within a period of six (06) months from the commencement of the contract, should they be the successful bidder.

✓ Certificate of Occupancy

## 9.2 Technical Response Requirements:

9.2.1 Technical Proposal must include and follow the order prescribed below:

| | |
|---|---|
| ✓ | Checklist for submission of bid **(Annexure H).** |
| ✓ | Profile of the Company in relation to records management – current compliance to all regulations, security measures, national footprint, etc. |
| ✓ | Fully completed template for experience **(Annexure G).** |
| ✓ | Initial Records Intake Exercise Plan. |
| ✓ | Proposed management plans in specified locations for the Records Transportation, Storage, Maintenance, Retrieval, Support Services and Office Accommodation. This must include:<br>(a) Refurbishment of Office Accommodation for SASSA Staff – within three (03) months of award. |
| ✓ | Facilities Management Plan on Occupational Health & Safety, Security, Cleaning Services and Facility Maintenance Plan. |
| ✓ | Disaster Management Plan which includes, but not limited to:<br>(a) Service Continuity. (I.e. system back up against crashing, cyber-attacks, Industrial action.<br>(b) Disaster Management and Recovery of records after a fire, flooding or any other incident.<br>(c) Covid – 19 Risk mitigation/transmission/reducing and prevention methods. |
| • | Fully completed **Annexure 20** – Checklist for Offsite Storage Facilities from National Archives will be used during site inspection. |

9.2.2 All prescribed SBD forms must be fully completed.

9.2.3 The prescribed template: Price Template **(ANNEXURE I)** must be fully completed.

9.2.4 Bidders must initial all pages of the bid specifications.

## 9.3 Discounts

9.3.1 A bid proposal must reflect all discounts for any service included in the bid. It must distinguish between conditional and unconditional discounts, if any. All these must be reflected separately and the conditions applicable thereto must be specified.

## 10 EVALUATON CRITERIA

10.1 The bid proposals shall be evaluated in accordance with the **90/10** preference scoring principle.

10.2 The evaluation shall be conducted in two (02) stages as follows:

10.2.1 **Stage One: 03 Phases:**

10.2.1.1 Phase 1: Special Conditions;
10.2.1.2 Phase 2: Administrative Compliance;
10.2.1.3 Phase 3: Functionality Evaluation.

10.2.2 **Stage two: 01 Phase:**

10.2.2.1 Phase 1: Price and Specific Goals.

10.3 **Stage One: Phase 1 - Special Conditions:**

10.3.1 The bidder must have a minimum of (06) six years' experience in the provision of records management services.

10.3.2 The bidder must have the capability to store and manage high volumes of records as per SASSA requirements of a minimum **60 million records**. The bidder must submit a minimum of one (01) signed and dated reference letter from the listed bidder's clients as indicated on the **Table of Experience (Annexure G)** and **signature date must not be older than 3 months** with the following information:

- Name of the client/organisation;
- Contract period;
- Name and contact details of the Contract/Project Manager;
- Specify services provided (Records storage, maintenance, retrieval and records transportation, etc.);
- Number of records volumes managed by the bidder;
- Reason for termination.

10.3.3 Bidders must provide proof of ownership or intent to lease for storage facilities in all (09) nine provinces.

10.3.4 Bidders must submit a signed letter of commitment to provide records management centres that are ready for occupation **by 01 December 2023** for all the (09) nine provinces. **(SASSA must get access to the facility three (03) months prior to the occupation date for progress monitoring, relocation of SASSA records, assets and connectivity set-up etc).**

**Failure to comply with the above, will invalidate your bid.**

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10.4 **Stage One: Phase 2 – Administrative Compliance:**

| **Administrative Compliance** |
|---|
| **The bidder must submit the following:**<br><br>• Tax Compliance Status Pin<br>• Proof of registration with Central Supplier Database.<br>• Fully completed and signed SBD Forms<br><br>**NB:** ***Failure to submit the above documents may invalidate the bid.*** |

10.5 **Stage one: Phase Three – Functional Evaluation**

10.5.1 **EVALUATION CRITERIA for functionality are listed below:**

**Values: 1 = Poor, 2 = Average, 3 = Good, 4 = Very Good, 5 = Excellent**

| **EVALUATION CRITERIA** | |
|---|---|
| **Stage one: Phase Three – Functional Evaluation** | **100** |
| 1. Initial Records Intake Exercise Plan - SASSA Records and Assets being moved from the current RMCs to the Offsite Storage Facilities | **15** |
| 2. Proposed management plans in specified locations for: | **35** |
| 3. Facilities Management Plans for the RMC's as follows: | **12** |
| 4. Disaster Management Plan which includes, | **18** |

Item 1:

| CRITERIA | WEIGHT |
|---|---|
| Pre-Implementation plan | 03 |
| Implementation plan | 10 |
| Close-Out plan | 02 |

Item 2:

| CRITERIA | WEIGHT |
|---|---|
| Transportation of Records | 05 |
| Storage | 06 |
| Maintenance | 05 |
| Retrieval | 05 |
| Support Service | 04 |
| Office Accommodation for SASSA staff | 04 |
| Management of SASSA Records as per bid specifications | 06 |

Item 3:

| CRITERIA | WEIGHT |
|---|---|
| Occupational Health & Safety Plan | 03 |
| Security Management Plan | 03 |
| Cleaning and Sanitation Services Plan | 03 |
| Facility Maintenance Plan **(Electrical, plumbing, HVAC etc.)** | 03 |

Item 4:

| CRITERIA | WEIGHT |
|---|---|
| Service Continuity. (I.e. system back up against crashing, cyber-attacks, Industrial action etc). | 08 |
| Disaster Management and Recovery of records after a fire, flooding etc. | 06 |

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| EVALUATION CRITERIA | |
|---|---|
| **<u>Stage one: Phase Three</u> – Functional Evaluation** | **100** |
| <table><tr><td>Covid – 19 Risk mitigation/transmission/reducing and prevention methods.</td><td>04</td></tr></table> | |
| **5.** Site Inspection: **Annexure 20** – Checklist for Offsite Storage Facilities from National Archives will be used during site inspection.<br><table><tr><th>CRITERIA</th><th>WEIGHT</th></tr><tr><td>General Security</td><td>03</td></tr><tr><td>Disaster Management and Planning</td><td>04</td></tr><tr><td>Facility</td><td>02</td></tr><tr><td>Courier Vehicles</td><td>02</td></tr><tr><td>Policies and Procedures</td><td>02</td></tr><tr><td>Storage Capabilities</td><td>02</td></tr><tr><td>Physical Care Services</td><td>02</td></tr><tr><td>Customer Care Services</td><td>03</td></tr></table> | **20** |

**Bidders must score a minimum of 70 points for functionality. Failure to score the minimum score in terms of functionality will render the bid non responsive and the bid will not be evaluated further for price and specific goals.**

10.6 **Stage 2: Phase 1 Price and Specific Goals**

Points awarded for **price and specific goals**

| **Price and Specific Goals** | **100** |
|---|---|
| **Price** (NB: Pricing must be done in line with the provided template labelled as: **Annexure I**) | **90** |
| **Specific Goals** | **10** |

**<u>Price</u>**

$$Ps = 90\left(1 - \frac{Pt - P\,min}{P\,min}\right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

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In terms of the SASSA SCM Policy, preference points must be awarded to a bidder for attaining the specific goals in accordance with the table below:

| Specific Goals | Number of points (90/10 system) |
|---|---|
| B-BBEE Status Level 1 - 2 contributor with at least 51% black women ownership | 10 |
| B-BBEE Status Level 3 - 4 contributor with at least 51% women ownership | 9 |
| B-BBEE Status Level 1 - 2 contributor with at least 51% black youth or disabled ownership | 8 |
| B-BBEE Status Level 1 - 2 contributor | 7 |
| B-BBEE Status Level 3 - 8 contributor with at least 51% youth or disabled ownership | 5 |
| B-BBEE Status Level 3 - 4 contributor | 3 |
| B-BBEE Status Level 5 - 8 contributor | 2 |
| **Others** | **0** |

10.6.1 a) Bidders should submit a B-BBEE verification certificate from a verification agency accredited by the South African National Accreditation System (SANAS) and/or CSD MAAA number and/or a sworn affidavit indicating the percentage of all shareholders and signed by the commissioner of oaths, all the company shareholders and/or owners. A sworn affidavit should be submitted over and above the BBBEE certificate or CSD MAAA number to claim for the below contributor level points:

- B-BBEE Status Level 3-4 contributor with at least 51% women ownership
- B-BBEE Status Level 3-8 contributor with at least 51% youth or disabled ownership

b) Failure to submit shall be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

## 11 BID CONDITIONS

11.1 Bidders must submit bid proposals that respond to all requirements specified in the bid specifications (Terms of Reference). All prescribed services must form part of the bid proposal.

11.2 In addition to an original bid proposal, bidders are encouragement to submit a copy of the original bid proposal.

11.3 The successful bidder shall be subjected to the security clearance process, should the successful bidder, after being appointed service provider fail the security clearance, the contract may be terminated.

11.4 SASSA shall conduct a reference check and site inspections.

11.5 The contract duration shall be for **three (03)** years **(36 months)**.

11.6 The successful bidder shall enter into a Services Agreement and Service Level Agreement **(Refer to Annexure J)** with SASSA.

11.7 SASSA reserves the right to negotiate price with the successful bidder.

11.8 The appointed service provider will be required to develop a plan to mitigate any future pandemics.

11.9 Bidders will be invited for a **Non-Compulsory** virtual briefing session.

11.10 Bidders must submit the following documents **five (05) days** before occupation of the building **(Failure to provide these documents may result in the cancellation of the contract)**:

Original certified Copies (**date of certification must not be older than 3 months**) of:

- Compliance Certificates/Reports from the National Archives Office for existing storage facilities;
- Fire Compliance Certificates for existing storage facilities;
- Copy of recent inspection report/compliance certificate (less than 12 months) of the firefighting system (including sprinklers) for existing storage facilities;
- Electrical Compliance Certificate from a qualified Electrical Engineer.

## 12 CHECKLIST FOR SUBMISSION OF BID

| Question / Statements | Yes/ No |
|---|---|
| 1. Has the company existed and rendered records storage, maintenance, and retrieval and transportation services for at least six (06) years. | |
| 2. Does the company have proven experience in the Records Management service industry?<br>2.1 Bidder's Experience Table is fully completed.<br>2.2 Reference letters from the listed bidder's clients, with all the required information, are attached to the bid proposal. | |
| 3. Does the company use the latest and reliable technology in the management of records which will enhance SASSA's operations? | |
| 4. Does the company have the records storage facilities in the specified locations that are compliant to the Document and Records Management Industry standards, Occupational Health & Safety and National Archives Requirements? | |
| 5. Is the company using the latest and advanced security management systems; which include guard patrols, CCTV, manned gates, perimeter fencing, access control and all other security requirements? | |

| Question / Statements | Yes/ No |
|---|---|
| 6. Does the company have an Occupational Health and Safety Policy and Plan? | |
| 7. Does the company have a Disaster Management, and or Covid – 19 mitigation and risk of transmission reduction and Management Plan which is regularly tested? | |
| 8. Has the company attached all its credentials: certificates of compliance, membership to associations and accreditation which cover the current period of this bid, issued in line with the stipulated regulations? | |
| 9. Initial Intake – Does the company have the capability and capacity to relocate (as per Terms of Reference) approximately **(60 548 234 as at 31 March 2023).** SASSA files from current RMCs to new offsite storage facilities within 4 weeks? | |
| 9.1 The Initial Records Intake Exercise Plan is part of the bid proposal and it is detailed in terms of the activities that SASSA and service provider must execute to ensure smooth transition. The timelines are clearly specified. | |
| **10.** Does the company have the capacity to have all the SASSA RMC's records and assets moved into the new storage facilities by **01 Dec 2023? SASSA must have access to the facilities three (03) months prior (for progress monitoring, relocation of SASSA records, assets and connectivity set-up etc).** | |
| 11. Does the company have the capability and capacity to transport files from the specified SASSA Offices, on a weekly basis for the duration of the contract? | |
| 11.1 Is the proposed Electronic Document Tracking System part of the bid proposal? | |
| 12. Does the company have the full track & trace capabilities, which will enable SASSA to access files as and when required? | |
| 13. Does the company have the capability to cater for SASSA's record volumes growth in future without disturbing the SASSA's daily operations? | |
| 14. Can the files be retrieved either in a single file or by the box? Being informed by SASSA's requirements at a time of retrieval request. | |
| 15. Will the Company comply with the maximum retrieval turnaround time which is: 24 hours? And also with a lesser turnaround time of up to 4 hours, should a need arise? | |
| 16. Will the company provide a single point of contact for each SASSA Region? | |
| 17. Is the proposed Plan for the Records Transportation, Storage, Maintenance, Retrieval, Support Services part of the bid proposal? | |
| 18. Does the company have the capability and capacity to provide the office space for SASSA staff located in the specified records storage facilities? | |
| 18.1 Will the office space be in line with the requirements specified in the bid specifications? | |
| 18.2 Will the company be ready to accommodate SASSA Officials from Regions with effect from **01 December 2023**? | |
| 18.3 Will the following services be provided as required in the bid specifications: cleaning, facility maintenance and security services? | |

**Bidder's Initials...............**

| Question / Statements | Yes/ No |
|---|---|
| 18.3.1 A detailed plan on how these services will be provided is part of the bid proposal. | |
| 18.4 Is the Refurbishment Plan with clear time frames for all offices in the specified locations attached to the bid proposal? Does the Plan respond to all the requirements outlined in the bid specifications? | |
| 18.5 Will the service provider be able to provide additional office space should a need arise, during the course of the contract? | |
| **PRICE PROPOSAL** | |
| 19. Is the price inclusive of VAT? | |
| 20. Does the price proposal cover all aspects of the bid requirements? | |
| 21. Is the price fixed for the duration of the contract? | |

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