



cooperative
governance

Department:
Cooperative Governance
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE (ToR)

Tender Ref #:	COGTA (T) 07/2023	Tender Description:	APPOINTMENT OF SERVICE PROVIDER TO ASSIST WITH OFFSITE STORAGE FOR A PERIOD OF THIRTY-SIX (36) MONTHS.
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PART A – BID DETAILS

1. The Department of Cooperative Governance (hereunder referred to as the Department or DCOG) invites qualifying service providers, for provision of secured offsite storage facility for the records of the Department of Cooperative Governance (DCoG) for a period of 36 months.
2. **Closing Date:** The bid closing date and time are indicated in the tender advertisement and bid documents (SBD-1). **Bids received after the closing date and time will not be accepted.**
3. **Briefing Session:** The briefing session date and time (if applicable) are indicated in the tender advertisement and bid documents. The Department cannot physically accommodate the expected number of bidders and the briefing will therefore be conducted online. Interested bidders must contact the SCM officials indicated below for the MS Teams link.
4. **Contact information:** Prospective bidders **may not under any circumstances** make contact with or engage any DCOG officials other than the officials indicated below on any matter related to this tender. Enquiries must be directed to all the officials below. Enquiries sent to the DCOG officials below will be routed to the relevant employees and responses will be coordinated and provided by the officials indicated below.

ENQUIRIES	
Name:	Siviwe Ndaliso
Tel:	012 334 0586
e-mail	t07.2023@cogta.gov.za

The Department reserves the right to disqualify any bidder that makes contact with or directly engages any other DCOG employee on matters / enquiries / questions related to this tender.

5. **Project duration:** Successful bidders will be appointed for a period of 36 months.

6. Bid / Proposal format

Package 1: The following must be submitted –:

- A detailed **proposal and project execution** plan addressing the scope and requirements indicated in Part F of this ToR. The proposal and project execution plan must contain all the information required to evaluate the bid against the requirements stipulated in these terms of reference.
- **Summary of Bidder Experience (Annexure A).** Must complete attached summary sheet and provide reference letters with contact details of referees,
- **Package 2: Detailed Pricing Information (Cost Breakdown).** Price proposals must include 15% VAT and must be fully inclusive to deliver all goods, services and outputs indicated in the terms of reference.

Package 3:

- SBDs 1, 3.2, 4 and 6.1 and all other required SCM documents.
- National Treasury Central Suppliers Database (CSD) report, not older than 30 days (www.csd.gov.za).
- Valid B-BBEE certificate issued by a SANAS accredited verification agency or sworn statement.

PART B –ADMINISTRATIVE REQUIREMENTS AND SPECIFIC GOALS

General principle: In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

1. BID DOCUMENTS – To be verified by SCM

Only bids that comply with all administrative requirements and that submitted all required bid documents (**acceptable bids**) will be considered during the functional evaluation phase. Only acceptable bids will therefore be scored by the Bid Evaluation Committee against the functional criteria indicated in Part C

SCM ADMINISTRATIVE COMPLIANCE		
#	Criteria	Yes / No
1.1	Supplier is registered on the National Treasury Central Suppliers Database (CSD) on or before bid closing date.	
1.2	Supplier is Tax Compliant (as indicated on CSD) ¹ or verified through SARS ¹	
1.3	Supplier has a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit ² .	
1.4	SBD 1 completed and submitted.	
1.5	SBD 4 completed and submitted.	
1.6	SBD 6.1 completed and submitted.	
1.7	SBD 3.2 completed and submitted	

Note 1: Bidders that are not tax compliant on the closing date for bids or at any time subsequent to the closing date, must rectify their tax compliance status within 7 working days of being requested to do so. Bidders that remain tax non-compliant after 7 working days of being requested to rectify their tax status, will be disqualified.

Note 2: Failure to submit a valid B-BBEE certificate issued by a SANAS accredited verification agency or a sworn affidavit will not disqualify the bidder. Consortia or joint ventures must take note of the relevant sections of SBD 6.1 regarding requirements for B-BBEE certificates.

2. VERIFICATION OF INFORMATION PROVIDED – To be verified by SCM.

No bids will be considered from:

1. Individuals in the service of the State.
2. Organisations with directors (whether remunerated or not) in the service of the State.

Where exceptions are allowed in terms of the applicable legislation, the bidder must attach an approved and valid Remunerative Work Outside of the Public Service (RWOPS). This clause does not apply to bidders that are government departments/entities.

The Department reserves the right to use the information provided by bidders to engage banks, credit rating agencies and the relevant government institutions to obtain information on credit records, criminal records, pending court cases, etc. Suppliers that show a history of poor financial/credit management and/or criminal behaviour will not be considered. The same will apply to the key team members as well as all directors / owners.

The Department reserves the right to apply the following criteria only to shortlisted / recommended bidders. Bidders must meet all four criteria below:

SCM ADMINISTRATIVE COMPLIANCE CHECKLIST		
#	Criteria	Yes / No
2.1	Team members, Director(s)/Owner(s) have not been convicted on charges related to fraud, corruption or violent/abusive behaviour.	
2.2	Bidder and team members, Director(s)/Owner(s) do not have a history of poor financial / credit management.	
2.3	No team members, Director(s)/Owner(s) in the service of the state, or approved RWOPS attached where in the service of the state. This clause does not apply to bidders that are government departments/entities.	
2.4	SBD forms or subsequent enquiries did not reveal any information or past practices that prohibits the supplier from conducting business with the state.	

3. MANDATORY REQUIREMENTS

Failure to submit the below listed documents will render your bid null and void and will not be considered or will be disqualified.

Mandatory Requirements		
#	Criteria	Yes / No
3.1	Summary of Bidder Experience (Annexure A) attached.	
3.2	Detailed proposal and project execution plan submitted	
3.3	Detailed pricing information (Cost Breakdown) ³	
3.4	International Standard Organisation – ISO compliance certificates on, Information Security, Environmental Management and Quality Management	
3.5	National Archives and Records Service of South Africa (NARSSA) letter of compliance	
3.6	Occupational Health and Safety compliance certificate for the offsite storage.	

Note 3: *Bidders must submit a detailed pricing breakdown.*

SPECIFIC GOALS

The specific goals allocated points in terms of this tender	Number of points allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
BEE Compliance Based on Section 10 of the BBEE Act (Act 53 of 2003 as amended by Act 46 of 2013)	8 Level 1= 8 pts Level 2 = 7 pts Level 3=6 pts Level 4= 5 pts Level 5= 4 pts Level 6= 3 pts Level 7= 2 pts Level 8= 1 pt Non-compliant contributor= 0	
Black ownership (51% or more)	4	
Women ownership (51% or more)	4	
Youth	3	
Disability	1	

PART C – FUNCTIONAL EVALUATION – To be evaluated by the BEC

General principle: In cases where bidders submitted insufficient evidence or where evidence is ambiguous, bidders may be requested to provide additional evidence and may be re-scored based on this information. Additional information submitted may only be used as evidence to substantiate what is already contained in the proposal. **The costing and content of proposals may not be amended under any circumstances.**

Each Bid Evaluation Committee (BEC) member will evaluate acceptable bids based on the proposals and bid documents submitted. The following scoring system will be applied to the evaluation of all functional criteria:

Scoring system
0 – Does not meet any of the minimum requirements
1 – Meet one of the minimum requirements
2 – Meet two of the minimum requirements
3 – Meet three requirements
4 – Exceeds three minimum requirements

The **Score obtained for each criterium** will be calculated by multiplying the score awarded by a BEC member by the weight for that criterium. The **overall score for a BEC member** will be expressed as a percentage (Total weighted score divided by the maximum possible score, then multiplied by 100). The **overall score obtained by a bidder** will be the average of overall scores awarded by BEC Members (rounded to the nearest whole number). Only Bidders that received **the indicated minimum overall scores** will proceed to Part D – Price Evaluation and Award.

Where functional evaluation is conducted in stages, bidders must meet the minimum overall score for a particular stage to proceed to the next stage and only bidders that met the minimum overall scores for all stages will proceed to Part D – Price Evaluation

The Bid Evaluation Committee may:

- Evaluate and score bids based on the bid documents and proposals submitted; or
- Provisionally evaluate and score bidders based on proposals submitted and then invite bidders that met all mandatory administrative requirements to present their bids.

FUNCTIONAL EVALUATION STAGE 1

STAGE 1 CRITERIA

1.1	<p><u>COMPANY’S EXPERIENCE</u></p> <ul style="list-style-type: none"> • Service Providers should have experience in providing offsite storage and document management services for public services documents. 	Weight	5
Evaluation			Score
More than 10 years			4
>6-10 years			3
>3 – 6 years			2
1– 3 years			1
0- year			0

1.2	<u>CONTACTABLE REFERENCES</u> <ul style="list-style-type: none"> • Proof from contactable references indicating that similar project was executed should be attached. 	Weight	5
Evaluation			Score
More than 7 reference letters			4
6-7 reference letters			3
4 – 5 reference letters			2
1 -3 reference letters			1
No reference letters submitted			0

1.3	<u>PROJECT PLAN</u> <ul style="list-style-type: none"> • Project/ Execution Plan and Management should be attached addressing the following elements: A clear project scope, schedules, costing, deliverables, planned work timeframes, logistics, milestones in stages, resources and output. 	Weight	5
Evaluation			Score
• Project plan meet 9 elements			4
• Project Plan meet 7- 8 all elements listed above			3
• Project Plan meet 4-6 elements listed above			2
• Project Plan meet 1-3 elements listed above			1
• Project Plan meet none of the elements listed above			0

STAGE 1 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
1.1	10			40
1.2	5			20
1.3	10			40
TOTAL				100
Overall Score (Total Weighted Score / 100)			%	--
Minimum qualifying overall score			70%	

FUNCTIONAL EVALUATION STAGE 2

STAGE 2 CRITERIA

2.1	<u>RECORDS STORAGE CAPABILITIES</u> <ul style="list-style-type: none"> • Capability of the storage to manage high volumes of records 	Weight	5
Evaluation			Score
• Above 110 000			4
• Above 90 000 to 110 000			3
• Above 70 000 to 90 000			2
• Above 50 000 to 70 000			1
• 0 (Zero)			0

2.2	RECORDS LOCATION	Weight	5
	<ul style="list-style-type: none"> The bidder's storage facilities should be located within seventy (70) kilometres (km) radius from the DCOG Head Office. Bidders must provide a proof of storage location. 		
Evaluation			Score
<ul style="list-style-type: none"> Storage facility within ten (10) km radius 			4
<ul style="list-style-type: none"> Storage facility between ten (10) and thirty (30) km radius 			3
<ul style="list-style-type: none"> Storage facility between thirty (30) and fifty (50) km radius 			2
<ul style="list-style-type: none"> Storage facility between fifty (50) and seventy (70) km radius 			1
<ul style="list-style-type: none"> Storage facility located in more than seventy (70) km radius 			0

STAGE 2 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
2.1	15			60
2.2	10			40
TOTAL	16			100
Overall Score (Total Weighted Score / 100)			%	--
Minimum qualifying score			70%	

FUNCTIONAL EVALUATION STAGE 3

STAGE 3 CRITERIA

NB: BEC will conduct site visit on all bidders that complied with the Admin Compliance, met the mandatory requirements, and has achieved 70% on functional evaluation stage 1 and stage 2:

2.3	SITE INSPECTION:	Weight	5
	<p>Annexure 20 of NARSSA Policy procedure Manual – Checklist for Offsite Storage Facilities will be used during site inspection cover the following elements.</p> <ul style="list-style-type: none"> - General Security - Disaster Prevention and Planning - Facility - Courier Vehicles - Policies and Procedures - Storage capabilities - Physical Care Service - Customer Care Services 		
Evaluation			Score
<ul style="list-style-type: none"> Compliance meets 8 elements listed above 			4
<ul style="list-style-type: none"> Compliance meets 7 elements listed above 			3
<ul style="list-style-type: none"> Compliance meets 6 elements listed 			2
<ul style="list-style-type: none"> Compliance meets 5 elements listed above. 			1
<ul style="list-style-type: none"> Compliance meets 0 elements listed above 			0

2.4	SITE INSPECTION: ANNEXURE 21: PROTECTING RECORDS AGAINST VARIOUS PERILS- This will be done in line with NARSSA Policy Procedure Manual to cover the following elements: 2.4.1. Fire 2.4.2. Water 2.4.3. Pests 2.4.4. Extreme of temperature and humidity 2.4.5. Light 2.4.6. Dust 2.4.7. Handling 2.4.8. Unauthorised removal	Weight	5
	Evaluation		
<ul style="list-style-type: none"> Compliance meets 8 elements listed above 			4
<ul style="list-style-type: none"> Compliance meets 6 elements listed above 			3
<ul style="list-style-type: none"> Compliance meets 5 elements listed above 			2
<ul style="list-style-type: none"> Compliance meets 3 elements listed above. 			1
<ul style="list-style-type: none"> Compliance meets 0(Zero) elements listed above 			0

STAGE 3 SCORING SUMMARY

Criterion	Weight	Score	Weighted score	Maximum possible score
2.3	15			60
2.4	10			40
TOTAL				100
Overall Score (Total Weighted Score / 100)			%	--
Minimum qualifying score			70%	

PART D – PRICE EVALUATION AND AWARD– To be evaluated by the BEC

Only bids that met all administrative requirements and the minimum functional requirements will be evaluated in terms of the provisions of the Preferential Procurement Framework Act and related regulations – see attached bid documents.

PART E –SPECIAL CONDITIONS AND CONTRACT MANAGEMENT

SPECIAL CONDITIONS APPLICABLE TO THIS BID

- 3.1. The Department may, at its sole discretion, cancel this bid.
- 3.2. The period of thirty days (30 days) referred to in the General Conditions of Contract paragraph 27.2 applies. If the service provider is found to have engaged in fraudulent activities or caused the Department to incur irregular expenditure, the Department reserves the right to cancel the bid and any subsequent SLA with immediate effect. Repercussions for the conduct of the Service Provider referred to above may include blacklisting of the Service Provider thus preventing them from doing business with government for a period of 10 years.
- 3.3. The Department may, at its own discretion, require that each employee of appointed services providers as well as each contractor or other participant, sign a code of conduct to promote ethical behaviour. The Department may, at its sole discretion, prohibit any person found to be in breach of such code of conduct from further participation or involvement in the project.
- 3.4. Additional conditions for an applicant who would like to apply as a Consortium / Joint Venture. It is recognized that applicants may wish to form consortia or joint ventures to respond to this bid. The following guidelines apply:
 - Bidders are prohibited from being part of more than one consortium / joint venture and to submit an individual bid and a bid as part of a consortium / joint venture
 - One of the members shall be nominated by the others as authorised to be the lead applicant and this authorisation shall be included in the agreement entered between the consortium members.
 - The lead applicant in the Consortium or Joint Venture must satisfy all the administrative requirements contained in the ToR and submit all the relevant documents necessary to meet the minimum requirements of the applications.
 - Other members of a consortium or a joint venture must comply with the requirements in line with Service Provider Funding Policy prescripts for the respective Service Provider categories.
 - The consortium/joint venture submission must be signed-off by each institution/organisation to be legally binding on all consortium members.
 - The lead applicant shall be the only authorised party to make legal statements, communicate with the department, and receive instructions for and on behalf of all the members of the consortium.
 - The lead applicant shall be held responsible for the delivery of services and for meeting conditions outlined in this bid.
 - A copy of the agreement entered and signed by all members of the consortium or joint venture shall be submitted with the consortium proposal indicating the respective responsibilities of each party.
 - Indicate how the joint venture/ consortium will be managed in the event of a dispute arising during the implementation period of the programme (Provide a contingency plan of managing any possible conflicts).

CONTRACT MANAGEMENT

- 3.5. The successful bidder will be required to enter into a service level agreement (SLA) with the Department of Cooperative governance. The National Treasury General Conditions of Contract (GCC) will form part of the SLA to be concluded between DCOG and the successful bidder.
- 3.6. The SLA will include project assignments that will address each of the project deliverables. The SLA may further establish a Project Steering Committee to manage, monitor and oversee the project such as:
 - Ensure that services are rendered timeously;
 - render a quality assurance function; and
 - ensure that the project remains within the allocated budget.

- 3.7. Payments will therefore only be approved and processed on the basis of the achievement of deliverables as per the implementation plan and/or project plan and related performed project tasks.
- 3.8. If the parties (the Department and the appointed service provider) are unable to reach agreement on the special conditions of contract (SLA) after a period of 14 calendar days of the date on which the bid award is communicated to the service provider, then the Department reserves the right to cancel the award to the service provider and to appoint another service provider.
- 3.9. Bidders should note that:
- All information related to this bid, or information provided to the service provider subsequent to the award of this bid, must be treated as confidential and may not be disclosed in any way to third parties without the explicit written consent of DCOG.
 - All rights, title and ownership of any Intellectual Property developed by or for the Service Provider or DCOG independently and outside of execution/production of the Deliverables related to this bid and provided during the course of this project ("Background IP") shall remain the sole property of the party providing the Background IP.
 - To the extent that the Service Provider utilises any of its Background IP in connection with the Deliverables, such Background IP shall remain the property of the Service Provider and DCOG shall acquire no right or interest therein. Service Provider shall grant DCOG a non-exclusive, royalty-free, non-transferable licence to use such Background IP strictly for purposes of making beneficial use of the Deliverables into which such Background IP has been incorporated.
 - All Intellectual Property rights in Bespoke Deliverables are or will be vested in and owned by DCOG unless specifically agreed otherwise in writing. The Service Provider agrees that it shall not, under any circumstances, question or dispute the rights and ownership of DCOG in and to the Bespoke Deliverables. DCOG shall grant the Service Provider a non-exclusive, royalty free, non-transferable licence to use the Bespoke Deliverables for the purpose of performing its obligations under this project.
 - The Service Provider may not publish or sell, in whole or in part, any Bespoke Deliverables emanating from this project without the explicit written consent of DCOG.
 - The Copyright of any Bespoke Deliverables shall vest in DCOG.
- 3.10. No amendments to the SLA or any variation, waiver, relaxation or suspension of any of the provisions thereof shall have any force or effect, unless reduced to writing and signed by both parties.

PART F – DETAILED REQUIREMENTS

PROPOSAL FOR PROVISIONING OF OFFSITE STORAGE OF DOCUMENTS FOR THE DEPARTMENT OF COOPERATIVE GOVERNANCE (DCoG).

a. INTRODUCTION AND BACKGROUND

The National Archives and Records Services Act 43, of 1996, as amended requires that governmental bodies should apply best records management practices as prescribed by the Act and preserve records of enduring value by decongesting registries and storage areas through movement of records from active to sem-active and non-active storage areas as well as implement a systematic disposal programme to allow the flow of information and better management of the records. The departments of Cooperative Governance (DcoG) as a public body is subject to the provisions of the above legislation.

DcoG has a large number of records of which a bulk should legally be retained. The department has a responsibility of ensuring that its records are stored and managed in a manner that will preserve them for as long as they are needed. It also must ensure that during their lifecycle they are safe, accounted for, retrievable and not damaged.

Currently, DCoG have limited storage facility which does not comply with climate control as prescribed by the National Archives and Records Service of South Africa (NARSSA). The assessment that was conducted with the

NARSSA also confirms DcoG does not meet the minimum storage requirements. It is based on these challenges and legislative requirements that DcoG has considered an off-site storage as a solution to records of archival value and those that may be needed as part of business requirements.

PURPOSE OF PROPOSAL

The DcoG seeks the services of a Service Provider for provision of off-site storage of documents.

The project will ensure that information under the control of DcoG is managed effectively and efficiently throughout its life cycle. It will also ensure that records are kept:

- in such a way that they can readily be retrieved when required;
- for a period agreed with DcoG; and
- in a secured, climate-controlled environment, that is NARSSA compliant.

SCOPE

The prospective Service Provider shall upon awarding of a contract; be expected to provide a comprehensive and reliable off-site storage facilities and records management and retrieval programme, consists of the following;:

PHASE ONE

3.11. Initial Records Intake Exercise

<ul style="list-style-type: none">✓ Collect, upload files/boxes and transport them from the current Records Management Centres of the Department to the service provider's premises/offsite storage.✓ To provide off-site storage for 12 000 D1 boxes (427mm x 330mm x 250mm) which includes pricing for full 36 months period (handling, packaging, indexing, transport, and storage fees). The price should include both the initial take on costs as well as the monthly costs. An estimated additional 3000 D1 archive boxes and lids will be transferred to offsite storage warehouse in the period of three years of the contract.
<ul style="list-style-type: none">✓ Replace any damaged boxes;
<ul style="list-style-type: none">✓ Develop the Initial Records Intake Plan with clear responsibilities and timelines. The Initial Records Intake Exercise must cover the following:<ul style="list-style-type: none">• Time Frames (including capturing of files onto the Service Provider's system);• The Plan must make provision for records to be captured into the system of service provider as and when they are being received.• Enable access to the records, as and when required by DcoG, during the intake exercise.✓ Ongoing Relocation Phases (to be completed within 6 months after the SLA signed):<ul style="list-style-type: none">• On a monthly basis, receive an inventory of the boxes completed from the client.• Pack, label, and transport the newly received boxes to the new offsite storage facility.• Unpack and integrate the new boxes into the existing storage system.• Maintain a detailed inventory of all boxes, including those received monthly.✓ Quality Assurance:<ul style="list-style-type: none">• Conduct periodic quality checks to ensure the integrity and organization of the stored files.• Provide regular reports to the client on the status of the relocated and newly received boxes.

- ✓ Project/ Execution Plan and Management should address the following elements: A clear project scope, schedules, costing, deliverables, planned work timeframes, logistics, milestones in stages, resources and output.
- ✓ **Project Management:**
 - Appoint a dedicated project manager to oversee the entire relocation project.
- ✓ Maintain open communication channels with the client for updates, questions, and concerns.
- ✓ Account for each record that has been received from current storage facility of DcoG;
- ✓ Tracking of boxes: Physical documents should have bar-coded with electronic data description fields, for tracking, control, retrieval, and access.
- ✓ Supply of Stationary: Supply DcoG with standard D1 boxes.
- ✓ Collection of boxes: The boxes will be transported from where DcoG is located to the off-site storage facility.
- ✓ A list of dedicated personnel from Registry will be submitted to the service provider for request of the records and it will be updated when the need arise, for security of the records and control purpose.
- ✓ To provide skill transfer in relation to the understanding of how departmental records are indexed. That should include how they can be searched.
- ✓ Detailed indexing: A complete detailed list of documents indexed that in line with department standard or NARSSA standard template and stored in the off –site storage facility, to be updated upon collection and emailed to DcoG.
- ✓ Control system should be in place for Request and Returning of boxes to off-site storage.

ONGOING PHASE

3.12. Records Transportation, Storage, Maintenance, Retrieval Services, and Support Services

a) Records Transportation Services

- 3.12.1.** Collect files from DcoG Offices as outlined in the bid specifications
- 3.12.2. Collection must be done during the week.
- NB:** The time interval may change during the contract.
- 3.12.3. Main Registry of the department must be able to acknowledge receipt of files at file level.
- 3.12.4. Secure and safe transport as per NARSSA Requirements must be used always.
- 3.12.5. Deliver files as and when required by DcoG.
- 3.12.6. The Service Provider must provide and maintain an electronic document tracking system that will be used for tracking the collection and delivery of records. DcoG must have access to the system. The system must:
 - Alert the service provider of collections that must be made from the main registry of the department.
 - Enable tracking at file level with audit trail.
- 3.12.7. The files collected from offsite storage will be delivered to Main Registry area of the department for processing, subsequent to which they will be collected by the service provider for storage in the warehouse.

3.12.8. An electronic document tracking system shall be used to confirm the transfer of files from the Main Registry of the department until storage in the warehouse.

4. The Service Provider shall deliver records to DCOG Main Registry as and when necessary.

b) Storage

5. Provide secure off-site storage for files that meet the standards prescribed in the:
6. Checklist for Offsite Storage Facilities, **Annexure 20: Protecting Records against various Perils**, Part 5 of the NARSSA Records Management Policy Manual (Version of October 2007) and all other applicable requirements from the National Archives and Records Services of South Africa (NARSSA).
7. The service provider must be able to produce letter of compliance of the offsite storage facility as per NARSSA requirements.

Commercial Offsite Records Storage Regulations.

8. International Standard Organisation – ISO 11799 – Information and Documentation: Document Storage Requirements for Archive and Library Material.

The detailed standards outlined in the above-mentioned documents cover the following categories:

- Security Measures;
- Disaster Prevention and Management;
- Facility Design and Location;
- Records Transportation Vehicles;
- Internal Policies and Procedures;
- Storage Capabilities;
- Physical Care Services;
- Customer Care Services.

9. Security and Confidentiality:

- Ensure the highest level of security and confidentiality for all files and documents during transportation and storage.
- Implement access controls, surveillance, and alarm systems at the new facility to safeguard the contents of the boxes.

c) Records Management Services

10. Initial Services:

New box provision when required;

- Packaging;
- Data Entry;
- Indexing;
- And other related services.

Records must be captured into the system of the appointed service provider within the first six months of signing the service level agreement.

11. 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 72 hours.

12. File Locating and Retrieval Services:

Locating:

- Have track and trace capabilities and be able to file and draw files when required.

Retrieval:

1. Retrieval for Special Projects – must be done at a box level for scanning, destruction, quality assurance and other similar projects.
2. Retrieval for day-to-day operations must be done at file level;
3. Retrieval must be done within the following time frames:
4. 1 day (24 hours) after receiving file request from DcoG.
5. Average: 500 files p/day.
6. Within 4 hours after receiving file request from DcoG.
7. Average: 50 files in four hours.
8. Bulk retrievals will also be required according to the project time lines which will be agreed upon.
9. Where bulk retrievals cannot be done per box, the service provider must provide within 72hrs.

Management of files

<ul style="list-style-type: none"> ▪ System must use (bar codes). ▪ Boxes must be full at all times ▪ System must record details of loose correspondence contained in the boxes – Details must be recorded per box.
<p>✓ Media Products: Service Provider will provide boxes and file stickers as and when necessary.</p> <ul style="list-style-type: none"> ▪ D1 boxes (427mm x 330mm x 250mm) with Lids; ▪ Loose correspondence boxes – the box wallets must fit into the normal size box; ▪ NB: Samples of the boxes must be part of the presentation during the bid evaluation process.

d) Support Services

<ul style="list-style-type: none"> ✓ Inventory list of department records stored at an offsite storage ✓ Dedicated official provided by the service provider to handle all enquiries from the department. ✓ Contract Exceptions (incidents of non-compliance to SLA) – 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.

DELIVERABLES

The following deliverables will be expected during the period of the contract:

- 12.1. The successful bidder is required to provide off-site storage facilities and to render document management services for DCoG in line with the provisions of the National Archives and Records Service Act 43 of 1996 as amended for a period of thirty six (36) months.
- 12.2. To provide off-site storage for 5000 D1 boxes (427mm x 330mm x 250mm) which includes pricing for full 36 months period (handling, packaging, indexing, transport, and storage fees). The price should include both the initial take on costs as well as the monthly costs. An estimated additional 3000 D1 archive boxes and lids will be transferred to offsite storage warehouse in the period of three years of the contract.
- 12.3. Ensure that all 5,000 initial D1 boxes are safely and securely relocated to the new facility.
- 12.4. Safely transport and integrate an additional 3000 boxes over 36 months.
- 12.5. Security and Confidentiality:
 - Ensure the highest level of security and confidentiality for all files and documents during transportation and storage.
- 12.6. Implement access controls, surveillance, and alarm systems at the new facility to safeguard the contents of the boxes.
- 12.7. Records management services required, amongst other things includes, on-site document management and storage, retrieval, image processing, data protection, backup and paper management, document management, labelling and indexing of boxes as well as document disposal.
- 12.8. **Destruction Services:** Service Provider shall receive a written directive from DcoG Records Manager identifying to destroy records. DcoG will be solely responsible for the date upon which files shall be destroyed.
- 12.9. **Services Retrieval:** DcoG shall be entitled at its sole discretion, to require retrieval of records to take place either by way of:
 - a) Hand delivery of required files
 - b) Transmission of files by electronic.
 - c) Turn-around time for delivery must be between 2 hours to 24 hours depending on the urgency.
- 12.10. **System set-up:** Display of system to DcoG for records stored off-site which must be available for online and retrieval request. Records stored off-site must be available for online and retrieval requests.

- 12.11. **Storage:** Collected documents for storage need stored in line with NARSSA requirement at offsite storage facility and placed within filing racks on shelves in such a manner that it will be easily retrieved when required. File/documents always need to be well preserved and carefully handled and maintained to ensure no damage or destruction of such information. All files and boxes that have noticeable damage because of regular handling need to be replaced to prevent any further damage.
- 12.12. **Scanning:** All files or documents requested by DcoG in which the physical file is not required, need to be scanned into a DcoG approved image file format of which the image quality is not less than the set standard of 300DPI. All documents which are damaged or of which the paper is brittle need to be handled with special care to prevent any further damage to such.
- 12.13. A proposed approach to managing records; clear outline of how records will be transferred from one storage to the other and maintenance thereof.
- 12.14. Monthly, Quarterly and Annual reporting of statistics related to the status and movements of records to and from off-site storage facility as and when required.
- 12.15. Regular Reports:**
Provide regular progress reports to the client throughout the 36-month project duration.

FORM OF PROPOSAL

For the purposes of evaluation and assessment, tenderers must produce a detailed plan with indicators/milestones and clear time frames for each phase of the project as outlined in the scope and deliverables.

- Service provider to comply with the format specified in the TOR corresponds with the various elements of the bid evaluation system to facilitate the evaluation and scoring of bids.
- The following information must be included in the work plan:
 - (a) Project implementation Plan that indicates the following:
 - Clearly defined milestones that are 100% aligned to each of the key objectives as well as each of the expected outputs/ deliverables as outlined in the scope of work.
 - Well defined timelines for each of the activities and deliverables.
 - Allocation of Human Resources & Cost-breakdown of each of the activities and deliverables.

(j) Previous and current similar contracts awarded to the bidder as well as client references.

INDEXING AND STORAGE QUOTATION

Detailed Index and packing:

Service provider should provide a detailed index monthly for all documents taken for off-site. The following table it's an example for specification of indexing and packaging which should be highlighted on the quotation according to quantity.

Monthly Costs	Quantity no.
Storage of Boxes in Warehouse(Current)	
Storage of Boxes in Warehouse(New)	
Total Monthly Costs	
Total Annual Costs	
Initial Costs	
Supply D1 Storage Boxes & Lids	

Supply of File Labels	
Supply of Box Labels	
Supply of Index Pads	
Pack and Index - Per Box	
Box Collection	
Data Capture – Per Line	
New Box Location Labelling Fee	
Barcode Labels	
Box Location Handling Fee	
Delivery Fee	
Detailed Index	
Total 15% Vat inclusive	