

**RFI NO. MW/RFI/01/2022**  
**REQUEST FOR INFORMATION FOR SUPPLY, INSTALLATION, CONFIGURATION,**  
**TRAINING, COMMISSIONING AND SUPPORT OF A DOCUMENT AND RECORDS**  
**MANAGEMENT SYSTEM**



**MHLATHUZE WATER**

**REQUEST FOR INFORMATION:**  
**RFI NO: MW/RFI/01/2022**

**JUNE 2022**

**SUPPLY, INSTALLATION, CONFIGURATION, TRAINING, COMMISSIONING AND**  
**SUPPORT OF A DOCUMENT AND RECORDS MANAGEMENT SYSTE**

**RFI SUBMITTED BY:**

Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Contact No. \_\_\_\_\_

Email: \_\_\_\_\_

**CLOSING DATE: 04 July 2022 at 12h00**

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**Enquiries:** For technical enquiries email Nomzamo Noyakaza and for other enquiries contact Ms Sindisiwe Ntuli on Tel: 035 902 1062 or e-mail [tenders@mhlathuze.co.za](mailto:tenders@mhlathuze.co.za)

Request for Information documents to be submitted via email: [tenders@mhlathuze.co.za](mailto:tenders@mhlathuze.co.za) or to be placed in the Mhlathuze Water tender box situated at the Mhlathuze Second Security Gate before **12h00 on 04 July 2022**. Submission must be in an envelope that is clearly marked **MW/RFI/01/2022** and addressed to Mhlathuze Water–Supply Chain Management.

The RFI document will be available from National Treasury e-tenders portal from: <https://etenders.treasury.gov.za/content/advertised-tenders>.  
Submissions must

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## **1. DISCLAIMER**

1.1. This Request for Information ("RFI") is issued by Mhlathuze Water (MW) and is intended to solicit information about the Supply, Installation, Configuration, Training, Commissioning and Support of a Document and Records Management System.

1.2. The RFI is an information gathering exercise. It is an open, non-compulsory, non-binding process and does not preclude MW from engaging with other projects that have not responded to the RFI. MW reserves the right to postpone, withdraw, amend, modify or cancel the RFI process at any time, without prior notice and without liability to compensate or reimburse any person pursuant to such postponement, withdrawal, amendment, modification or cancellation.

1.3. MW intend to use the information provided in response to this RFI in order to compile the specification for a bid that may be available in the future.

1.4. The costs of responding to this RFI shall be solely borne by the responding party and MW will not be held liable for any claims or costs whatsoever incurred in responding to the RFI, and the responding party hereby indemnifies MW in this regard.

1.5. Neither MW, nor any of its advisors accept any liability or responsibility for the completeness, accuracy or adequacy of any of the information or opinions stated in this RFI. It will be incumbent upon the interested party to independently determine, verify and/or confirm such accuracy or adequacy of the information; and the interested party further indemnifies MW in this regard.

1.6. MW, in its sole discretion, anticipates engaging with some of the projects who submit responses to the RFI to discuss their projects with a view to seeking clarity in relation to information contained in such responses to the RFI.

1.7. No act or omission by MW relating to this RFI shall create or be deemed or interpreted to create any expectation of future business dealings concerning the subject matter of this RFI between the aforementioned parties on the one hand and the responding party on the other.

1.8. For avoidance of any doubt, this disclaimer and the accompanying indemnity shall at all relevant times apply equally to protect each and all of the MW and any of its officers, employees, servants, agents, advisors and/or representatives?

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## **2. NOTICE AND INVITATION**

Mhlathuze Water (MW) is a water board, established in terms of the Water Services Act, 1997 (Act No. 108 of 1997). Its core operations concern the supply of bulk water and the disposal of bulk waste water. It is a State Owned Entity listed in Schedule 3B of the Public Finance Management Act, 1999 (PFMA) (Act No. 1 of 1999).

Competent/experienced/knowledgeable Service Providers are invited to submit information for the following:

### **SUPPLY, INSTALLATION, CONFIGURATION, TRAINING, COMMISSIONING AND SUPPORT OF A DOCUMENT AND RECORDS MANAGEMENT SYSTEM**

The RFI document will be available from National Treasury e-tenders portal <https://etenders.treasury.gov.za> from **04 July 2022@ 12h00**.

Submissions must be placed in the Mhlathuze Water tender box situated at the Second Security Gate or be emailed to [tenders@mhlathuze.co.za](mailto:tenders@mhlathuze.co.za) before **12h00 Noon, 04 July 2022**. Submission must be in an envelope that is clearly marked – **MW/RFI/01/2022 "SUPPLY, INSTALLATION, CONFIGURATION, TRAINING, COMMISSIONING AND SUPPORT OF A DOCUMENT AND RECORDS MANAGEMENT SYSTEM"** and addressed to Mhlathuze Water–Supply Chain Management.

For technical enquiries contact Ms. Nomzamo Noyakaza e-mail [nnoyakaza@mhlathuze.co.za](mailto:nnoyakaza@mhlathuze.co.za) and for other enquiries contact Ms. Sindisiwe Ntuli on Tel: 035 902 1062 or e-mail [tenders@mhlathuze.co.za](mailto:tenders@mhlathuze.co.za)

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### **3. DESCRIPTION OF WORK**

Mhlathuze Water is calling for interested and service providers to send in information for the Supply, installation, configuration, training, commissioning and support of a Document and Records Management System.

Mhlathuze Water has six departments namely:

- Finance (Including Supply Chain and Inventory Management);
- Technical Services (Project Management and Planning & Development: including drawings);
- Corporate services (Including Legal Services, Records Management; Facilities Management; Information Technology and Human Resources);
- Operations and Maintenance;
- Scientific Services (Including Health and Safety and Environmental Services);
- Executive (Including Company Secretary, Performance Monitoring & Evaluation, Risk Management and Internal Audit).

These areas report to the CE and ultimately to the Board. The number of current SharePoint users is +/-215.

#### **3.1. SCOPE OF THE ASSIGNMENT.**

##### **3.1.1. FUNCTIONALITY**

- Development of a document and records management system which will provide:
- A centralized control of document and records management functionality;
- Configuration of the corporate file plan onto the system;
- Indexing of files on the system with mostly default settings;
- Capability for users to create and edit documents simultaneously while providing commentary and provide audit trail;
- Publication or sending notifications of tasks using the workflow functionality (review, approve and publish), dashboard (for disposal and archiving notifications);
- Templates development, version control and document numbering;
- Document change request function;

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- Search functionality on home page using basic or advanced search control (keywords, document names, expected file content, etc.);
- Access restrictions based on the roles and responsibilities;
- Related to documents must be linked;
- Default setting for indexing (Author, document type, name, date, disposal date, etc.);
- Checking in and out;
- Archiving of records (single and bulks);
- Flagging or report on records that are due disposal or archiving; and
- Migration of current records from SharePoint and Dataviewer, Laboratory System;
- Optical Character Recognition (OCR)
- Provide options for both on-premise and cloud.

### **3.1.2. INTERFACE**

- Interface should be designed and aligned with Mhlathuze Water's corporate branding as the home page will be used as Intranet
- Departmental and sectional folders should be aligned based on MW Corporate file plan
- Knowledge Management Portal
- E-Library Portal

### **3.1.3. TRAINING**

- Offer training to MW System Administrators (Document management practitioners)
- Onsite training for MW users;
- Training materials/ manuals must be provided for participants during training;
- Training manual must be available in electronic format; and
- The service provider will be required to provide skills transfer to MW IT staff

### **3.1.4. HANDOVER**

- Provide a handover document;
- As build configuration and setting document;
- Known problems and solutions document;

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- Implementation approach and methodology (Service providers are requested to provide details of their implementation approach and methodology and are requested to include details and associated costs for activities related to the various phases of the project's life-cycle, namely:
  - Initiation phase;
  - Planning phase;
  - Execution phase;
- Service providers are required to provide details of their testing methodology and approach relating to the new system;
- Data migration: Service providers to provide details of:
- Data migration strategy and methodology that will be used;
- The strategy, methodology and tools to be used;
- The method to map source and destination data;
- The data transformation approach used for mapping source and destination data.

### **3.1.5. SUPPORT**

- Ensure that regular updates or changes are made to the system so that it continues to perform the functions it is designed for;
- Resolving performance issues as they arise; and
- Optimisation of content storage (deduplication)
- Post commissioning support/ handholding: The Service provider is required to provide estimated costs and procedure associated with providing specialist skills resources, telephonic/virtual support for 6 weeks post commissioning.
- Ongoing Support: The Service provider is to provide a full life cycle product support service over 36 months substantiated with details, describing:
- Overall support approach and methodology, including the processes, mechanisms, facilities, human resources and material including, escalating procedures, support tools, best practices use, etc.;
- Support levels/tiers and contracts;
- Type of service desk support on week days;
- Guaranteed response time for action and resolution including priority response services, etc;

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- Support mechanisms and/or resources that are built into the products including remote diagnostics, on-line technical problems knowledge base for clients, on-line self-service for problem submittal and user community;
- Support call response time (remote); and
- Support call response time (on-site).

### **3.2. CURRENT INFORMATION TECHNOLOGY ENVIRONMENT**

This section describes the current IT environment at Mhlathuze Water.

Responses to the Tender must assess the adequacy of the existing IT environment to support Document and Records Management system and must also include software or hardware to support the proposed solution. As part of the pricing option (Production, Development and Test environments) for the application, reporting and database environment (with installation and 36 month SLA) needs to be included in the form of offer.

#### **3.2.1. EXISTING SOFTWARE**

- Mhlathuze Water has standardized on the Microsoft Office suite.
- The MS SQL 2012 platform that currently supports various applications is being upgraded to MS SQL 2016 Enterprise.
- Crystal enterprise, Atlas XL, and Qlik view reporting and Business Intelligence tools are used.
- SharePoint is used as a Document and Records Management system which is hosted by MS SQL 2012 database.

### **4. PROPOSED EVALUATION CRITERIA**

The service providers are required to propose the evaluation criteria and measurements to be used to assess the service provider(s) in the future. The criteria may include the following (but not limited to):

- Company experience

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- List of critical resources
- Relevance qualifications
- Compliance requirements
- Budget requirements

## **5. RESERVATION OF RIGHTS**

- MW reserves the right, to use information submitted in response to this RFI for the purpose of compiling and aggregating data for public release, related to the information submitted, without mentioning / identifying specific projects or parties.
- MW reserves the right to verify any information contained in a response to this RFI;
- MW reserves the right to cancel or withdraw this RFI as a whole or in part.

**END OF SECTION**

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