



Office of the Commissioner: Border Management Authority
1035 Francis Baard Street, Tshedimosetso House
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TERMS OF REFERENCE

The successful service providers will provide the following services:

The scope of the assignment is to provide off-site storage for estimated 500 boxes, electronic filing of information and document management services for the duration of thirty six (36) months.

1. Scope of the Services

Service provider is required to provide off-site storage for estimated 500 boxes, electronic filing of information and document management services for the duration of thirty six (36) months. The documents (size of box 250x430x325mm) and to render document management services in line with the provisions of the National Archives Act 43 of 1996.

1.1 Offsite storage and document management services that includes:

- onsite file management
 - image processing
 - data protection
 - data backup and paper management
 - scanning, document management
 - confidential records destruction
 - move the BMA files to the Off-site and to BMA when requested
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- a) Service provider should be able to provide packaging boxes, stationery and consumables and staff to render labelling and indexing services before records are removed from Border Management Authority (BMA) to Off-site
 - b) Service provider should be able to collect documents from the BMA offices to
 - c) the off-site storage facilities and back in a secure transport when the need arises.
 - d) Turnaround times for delivery of retrieved documents should be within 48 hours.

- e) Service provider should be able to provide reports such as documents due for destruction, storage destruction list, information of take on date, retention period, and future destruction date and other relevant reports that the service provider's system may provide.
- f) Service provider should attach a list of detailed bills of quantities which is costed per item and summary of totals for monthly cost and overall cost for a period of 36 months.
- g) Service provider to provide basic training on onsite file management, image processing, data protection, backup and paper management, document management (archiving of documents), labelling and indexing of boxes as well as document disposal to two (02) BMA officials.
- h) Service provider should be able to destroy documents which are due for disposal in line with the disposal of documents policies and procedures upon request by BMA and issued disposal certificate.
- i) Document scanning with or without scanning to enable full text search on scanned records – price per A4 page capability of BMA records and packaging of files into boxes when work is conducted in-house. Re-filling after scanning, original order must always be maintained.
- j) System set-up and accessibility, optimal web-based display system. This will ensure that BMA officials can easily request, retrieve, and view records stored off-site through the system.

2. Deliverables

- The off-site storage facilities should be located within 70km radius of BMA Head
- Office. **(Provide proof of the physical Address)**
- The off-site storage facilities should be accommodated in a secure, access-controlled
- systems site which is protected with electric fencing and is patrolled 24/7. **Provide photos as evidence compressed in one A4 page.**
- The storage facilities should be equipped with climate-controlled facilities which can prevent degradation of records (e.g., adequate ventilation, humidity control and pest & rodents' control), **proof photos as evidence compressed in one A4 page.**
- The storage facilities should comply with Occupational Health and Safety standards. must have fire prevention facilities that include smoke detectors, sprinklers, and fire extinguishers.

The Border Management Authority reserves the right to conduct a security checkor clearance on any or all prospective service providers.

LOGISTICS REQUIREMENTS

- Travelling and accommodation costs for the service providers and/or staff (if necessary) during the project will be the expense of the service provider.

CONFIDENTIALITY OF INFORMATION

All information shared during this bidding process and implementation of this project should the service provider be appointed, remains the property of BMA, and should be kept with the highest confidentiality and cannot be used or shared for any other purpose.

REMUNERATION

- The service provider will be remunerated in South African Rands, on a fixed price (Inclusive of VAT) for the service rendered.
- Payment will be made within 30 days of receipt of the approved invoice according to an agreed payment schedule.
- Payment will be against the key deliverables as set out in section 4 above, provided professional-level quality standards have been met. Disputes as to what constitutes a reasonable standard will be referred to an agreed provider of arbitration services.
- Disbursements must not exceed 10% of the total amount paid to the service provider and will be paid only if original receipts are provided against a list of expenses that are agreed in advance of the costs being incurred.

THE BORDER MANAGEMENT AUTHORITY'S MANAGEMENT OF THE SERVICE PROVIDER

The successful service provider will be reporting to BMA through the office of the Assistant Commissioner (AC), Corporate Affairs: Mr. Themba Dubazana.

The service provider will be required to sign a Non-Disclosure Agreement, which agreement will remain in force after the termination of the Service Level Agreement.

The service provider will further be required to sign a confidentiality agreement.

RULES OF BIDDING, RFP SUBMISSION REQUIREMENTS AND EVALUATION RULES OF BIDDING

The Border Management Authority reserves to itself the right to only appoint and enter into a contractual agreement with one entity or multiple entities for the services required, which entity or entities could be an independent contractor or independent contractors or a company or companies. The appointed entity or entities will be held fully accountable for the delivery against the full terms of the contractual agreement with the BMA.

The Border Management Authority reserves the right to terminate this appointment or temporarily defer the work, or any part thereof, should it deem necessary. Should the contract

between the BMA and the service provider be terminated by either party due to reasons not attributable to the service provider, the service provider will be remunerated for the appropriate portion of work completed up to a maximum amount of not more than the total fee quoted by the service provider for the appropriate phase of the project during which the appointment was terminated.

The person or persons proposed for professional work shall remain on the team unless permission is granted by the Border Management Authority to change the individual or individuals. Such permission will only be granted in exceptional circumstances.

No data derived from the provision of the services under the contract may be used for any purposes except where authorised in writing to do so.

The costs of preparing proposals and negotiating the contract shall be borne by the service provider and such costs are not reimbursable. The Border Management Authority is not bound to accept any of the proposals submitted and reserves the right to negotiate price(s) with the preferred service provider. The service provider may request clarification on these Terms of Reference only during the advertised period. The Border Management Authority will not accept any late submissions.

All proposals must be submitted to BMA through e-mail before 11h00. Late proposals will not be accepted.

THE EVALUATION WILL BE EVALUATED AS FOLLOWS:

Administrative Compliance

Suppliers must ensure that the following documents are attached, signed, and completed:

- (i) SBD 1: Invitation to quote/bid
- (ii) SBD 4 form: Bidders Disclosure
- (iii) SBD 3: Pricing Schedule
- (iv) SBD 6.1 form: Preference Points claim form in terms of the Preferential Procurement Regulation 2022; (Note to tenderers: the tenderer must indicate how they claim for each preference point system).

MINIMUM MANDATORY REQUIREMENT.

- Bidder must comply with the National Archives and Records Management Act.
 - **Evidence required**

Bidder to submit a certified copy of the National Archives and Records Management Inspection certificate.
- Previous Experience
 - The service provider must have a minimum of ten (10) years' experience in providing off-site storage, electronic filing of information and document management services. **Attach only reference letters as proof amounting to 10 years, no additional letters required.**
- Safety Compliance
 - The storage facility premises including all equipment and installations, must comply with the requirements of the Occupational Health and Safety (OHS) Act, 85 of 1993. **Bidders must submit with the bid a certified copy of a valid Certificate, or a Report of Compliance with the Occupational Health and Safety (OHS) Act, issued by the department of Labour's accredited service provider or Registered Professional.**