



Independent Communications Authority of South Africa  
350 Witch-Hazel Avenue, Eco Point Office Park  
Eco Park, Centurion  
Private Bag X10, Highveld Park 0169

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER  
TO PROVIDE OFF-SITE DOCUMENT STORAGE FACILITIES AND TO RENDER  
DOCUMENT MANAGEMENT SERVICES FOR A PERIOD OF THIRTY SIX (36)  
MONTHS FOR THE INDEPENDENT COMMUNICATIONS AUTHORITY  
OF SOUTH AFRICA (ICASA) ,**

---

**1. PURPOSE**

- 1.1. To appoint a suitably qualified and experienced service provider to provide secure off-site document storage facilities, render document management services (records sorting, filing, description, etc), retrieval and disposal of records for ICASA offices in line with the provisions of the National Archives Act 43 of 1996.
- 1.2. The current records offsite storage contract is with The Document Warehouse, expires on 31 October 2022.

**2. OBJECTIVE**

- 2.1. Section 13 of the National Archives and Records Services of South Africa Act, 43 of 1996 requires public entities to manage their records in a well-structured record keeping system and to put the necessary policies and procedures in a place to ensure that its record keeping, and records management practices comply with the requirements of the National Archives and Records Service of South Africa Act, No. 43 of 1996.
- 2.2. Records Management is primarily concerned with managing the evidence of ICASA's administrative activities as well as the reduction or mitigation of risk associated with it. Records management within Corporate Services is devoted to the management of information throughout its life cycle, from the time of creation to its eventual disposition. This includes identifying, classification,

storing, securing, retrieving, tracking and destroying or permanently preserving records.

- 2.3. To preserve its institutions' memory, ICASA is committed to ensuring safe and secure information and document management services in line with the provisions of the National Archives Act, 43 of 1996 and to reduce vulnerability to legal challenges or financial loss while promoting best value in terms of human and space resources through greater coordination of information storage systems
- 2.4. ICASA has documents currently situated in nine (9) provinces, and in the current off-site storage facilities of The Document Warehouse. These documents need to be stored in a readily available safe, secure environment which is in accordance with the minimum NARS requirements, and to be managed and retrieved as and when the need arises.

### **3. SCOPE OF WORK**

- 3.1. 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, comprising of the following;
  - 3.1.1. A secure and safe off-site storage facility, which is suitable for the purpose and mitigate the risks associated with records management and storage.
  - 3.1.2. The storage facility must be large enough to cater for the current ICASA files, documents, records, etc. within the current storage facility as well as ICASA offices and may expand by 5% per annum over the contract period.
  - 3.1.3. Collection and removal (delivery/transportation) of records, boxes and files from ICASA offices, and the current offsite storage facility to the new off-site storage in a secure transport/delivery facility when the need arises.
  - 3.1.4. Compile a list of records stored offsite to enable the tracking and retrieval of documents which must be available for electronic retrieval request.
  - 3.1.5. Execute retrieval requests from the off-site storage facility and

delivery to ICASA's head office and or regional offices.

- 3.1.6. The Service Provider shall be required to collect the following approximate number of ICASA boxes with files, documents, and records, from the current storage facilities to the new offsite storage facility, these boxes have been labelled and barcoded with the current service providers labelling system:

	<b>LOCATION WHERE BOXES WILL BE COLLECTED</b>	<b>Approximate Number of boxes to be relocated to the new premises i.e. Jumbo archival storage boxes 430 mmL x 330mmW x 250mmD</b>
1.	The Document Warehouse Johannesburg  5 Krag Street, Selby JHB, 2001	2012
2.	The Document Warehouse Centurion 31 Venturi Cres, Hennopspark, Centurion, 0157	350

- 3.1.7. Off-site storage and document management services that include, document management services, such as sorting, file description, records destruction as and when necessary.
- 3.1.8. Service Provider must be able to provide packaging boxes, stationery and consumables and staff to render labelling and indexing services before records are removed from ICASA and/or current storage facilities, should the need arise
- 3.1.9. Service Provider must be able to provide reports such as documents due for destruction, list of records stored at any particular time, information of the take on date, retention period, and future destruction date and other relevant reports that the service provider's system may provide.
- 3.1.10. Service Provider must be able to destroy documents, which are due for disposal in line with the disposal of documents policies and procedures upon request by the Authority and issue the Disposal Certificate.
- 3.1.11. The Service Provider should be able to provide resources to perform

other Documents management tasks such as records sorting, filing, listing and description, as and when it is required.

3.1.12. Service Provider must attach a list of detailed Bills of Quantities that is costed per item and summary of totals for monthly cost and overall cost for a period of thirty six (36) months

3.1.13. Turnaround time for delivery of retrieved documents should be within 2 -24 hours during normal working hours.

#### **4. DELIVERABLES OR PROJECT OUTPUT AND/OR OUTCOME**

4.1. The successful bidder is required to provide off-site storage facilities and to render document management services for ICASA in line with the provisions of the National Archives Act 43 of 1996 for a period of thirty-six (36) months.

4.2. Document 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.

4.3. Destruction Services: The Service Provider shall receive a written directive from ICASA Records Management Officer identifying destructed. ICASA will be solely responsible for the date upon which files shall be destroyed.

4.3.1 The ICASA official shall be present when the SP perform the destruction of records and receive the destruction certificate.

4.4. Retrieval Services: ICASA will request retrieval of records to take place either by way of:

4.4.1. Hand delivery of required files to ICASA head office and or regional offices

4.4.2. Transmission of files electronically as and when needed

4.4.3. Turn-around time for delivery must be between 2 hours to 24 hours depending on the urgency.

4.5. System set-up: A list of ICASA records stored offsite must be available electronically. Records stored off-site must be available for online retrieval requests.

4.6. Storage: Collected documents for storage are sorted, filed in boxes and labelled, they would need to be placed within filing racks on shelves in such

a manner that they will be easily retrieved when required. Files/documents 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.

- 4.7. Scanning: Files or documents requested by ICASA in which the physical file is not required, would be scanned into 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.
- 4.8. A proposed approach to managing records, clear outline of how records will be transferred from one storage to the other and maintenance thereof.
- 4.9. Monthly, Quarterly and Annual reporting of statistics related to the status and movements of records to and from off-site storage facility.

## **5. COMPANY EXPERIENCE**

- 5.1. Service Provider must have a minimum of 10 years of experience in providing off-site storage and document management services for public services documents.
- 5.2. Service Provider must submit a minimum of five (5) reference letters from their clients, for the provision of similar services. Letters must not be older than five (5) years, be on the company letterhead and must be signed by the responsible official.
- 5.3. The Service Provider must submit a list of similar projects undertaken in the past five years which specify the client organization, the type of service procured, period of contract (start date and end date) and contact details.

## **6. REPORTING REQUIREMENTS**

- 6.1. Service Provider shall report to the ICASA Project Manager: Manager: IKM.
- 6.2. Service Provider shall on monthly basis, supply ICASA with a summarized written report to the Director: Auxiliary Support Services.
- 6.3. Meetings will be held quarterly or as and when required between the Manager: IKM or his/her delegate and the Service Provider.

6.4. The Service should report to ICASA when unforeseen circumstances will adversely affect the execution of the contract. Full particulars of such circumstances, as well as the period of delays, must be furnished.

## **7. CONFIDENTIALITY OF INFORMATION**

The Service Provider shall keep confidential and shall not, without the written consent of ICASA and/or its duly authorized official use, copy or communicate to any person the terms and conditions, documents or other information furnished directly or indirectly by ICASA, except as strictly necessary for the purpose of this contract.

## **8. COST AND PRICING**

The service provider will be requested to provide a quoted proposal regarding the work to be undertaken, including but not limited to:

### **8.1 Archival of records**

- Transport per journey (radius 60 km)
- Relocation of the 2389 boxes to the new premises
- Collection (minimum rate per trip)
- Collection (minimum rate per box)
- Cost of box barcode labels
- Offsite storage boxes (435 mmL x 340 mmW x 250 mmD) with lids
- Storage per month (costs per box)
- Handling fees per box (for collection)
- Handling fees per box (for retrieval)
- Handling fees per box (for permanent withdrawal)
- Handling fee per box (for destruction)
- Capturing/pre-indexing costs per line/box
- Indexing per line/box (box registration costs)
- Permanent withdrawal fee.

### **8.2 Retrieval and/or incidental costs:**

- Search fee per record (if any)
- Normal 24-hour delivery per box/record and
- Express (request before 10 am) delivery per box/per record (after 2 pm)
- Speed, express or shuttle delivery charge when required (if any)
- Collection/ returns per box/record
- Delivery charged per box
- Delivery charged per trip
- e-mail requests fees (if any)
- Destruction costs per box

Prepared by



---

Manager: IKM  
Thandi Taye

Date: 30/09/2022