

- Do you have an electronic document and records management system in place? / Whether you already have electronic documentary, which management system, if you don't have one or planning to implement one in the near future. / Are electronic management system and document management policies going to be implemented concurrently.

Answer: The BANKSETA does not have a records management system in place. The BANKSETA will decide on the implementation of electronic records management and document management.

- Does the BANKSETA have a file plan?

Answer: BANKSETA does not have File Plan.

- You ask for a file plan, but in your procedures, you refer to a retention, Are you looking for a retention schedule or just retention procedures? just detail on how to dispose of things, but not specifically developing retention schedule.

Answer: The scope of work requires a service provider to develop: (i) File Plan, (ii) Records Policy, (iii) Procedures – one of the components of records management is 'records retention' which the procedure then state the process to be followed per each document/ record type and /or category.

- Do you have request centres or registries by department or is it one single centralized registry?

Answer: There are no request centres and there is no single centralised registry. The BANKSETA manages records by allowing each business unit to manage records. Then, the records are sent to offsite safekeeping.