



EASTERN CAPE

L I Q U O R B O A R D

TERMS OF REFERENCE FOR PROVISION OF RECORDS MANAGEMENT OFF-SITE STORAGE FACILITIES

Reference no. ECLB..020/2021-22

FOR EASTERN CAPE LIQUOR BOARD

A.m.k 1

RECORDS MANAGEMENT OFF-SITE STORAGE

1 PURPOSE

The Eastern Cape Liquor Board invites suitably qualified service providers to submit quotations for the provision of records management off-site storage facilities in line with the provisions of the National Archives Act 43 of 1996 and Provincial Archives Act No 7 of 2003, for a period of 5 years (60 months).

2 BACKGROUND

- 2.2 The ECLB is a statutory entity established in terms of Eastern Cape Liquor Act 10 of 2003. Its mandate is to regulate the registration of retail sales and micro-manufacturing of liquor in the Province, to encourage and support the liquor industry and to manage and reduce the socio-economic costs and other costs of excessive alcohol consumption.
- 2.3 The ECLB is committed to ensure a safe and secure document management services in line with the provisions of the National Archives Act, 43 of 1996 and Provincial Archives Act No 7 of 2003.
- 2.4 The ECLB has a contract for Records Management and offsite storage which is coming to an end.
- 2.5 There are approximately 1 000 boxes (size 435L x 340W x 250 B) which are stored offsite and about 20 boxes onsite.
- 2.6 ECLB has an existing electronic system for capturing, indexing and for bar coding of records and files.

3 SCOPE OF WORK AND DELIVERABLES

NO.	RFQ NO.	REFERENCE	DETAILS	CLOSING DATE
1	ECLB...	/2021-22	Provision of records management off-site storage facilities for a period of 5 years (60 months).	26 October 2021 @ 16:00. Quotes will be submitted by email.

The solution should comply with National and Provincial Archives Act. The service must come with the following features:

 2

- Receipt of records physical paper-based records, discs, tapes, microfilms, usb's amongst others.
- Packing of records
- Indexing of records
- Storage of records in an offsite storage that meets the Provincial building requirements for records storage.
- Retrieval of records from time to time
- Backup Management services
- Destruction of records
- Records Management System software
- To supply stationery (file labels) and archive boxes on demand from time to time.

3.1 RETRIEVAL SERVICES

The ECLB will require retrieval of Records to take place either by way of

- Hand delivery of the requested record to ECLB;
- Scanning and email of the record to ECLB;

3.2 DESTRUCTION SERVICES

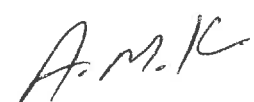
- ECLB will instruct the service provider in writing to dispose any of the records by means of destruction and or transfer to Provincial Archives in King Williams Town.
- ECLB will determine the date upon which the records are to be disposed.

3.3 BACKUP MANAGEMENT SERVICES

- ECLB will require the service provider to provide off-site management of data backup.
- Provision of offsite data backup computer disks, tapes, magnetic cartridges microfilms, electronic records amongst others.
- ECLB will identify a duly authorized representatives who will hand over/receive the requested records on behalf of the organisation.
- Provision of 24/7 after-hours emergency services to ECLB in relation to retrieval of records.

3.4 IMAGE PROCESSING SERVICES

- ECLB will require image processing services which relates to the scanning, conversion and electronic storage.

 3

- The scanned document should be made available to ECLB either by internet access or by way of CD or equivalent.

4 DISASTER RECOVERY

- In the event of any incident that renders the premises of the services provider unsuitable for carrying out the duties as agreed, the service provider shall make available arrangements to remove the records to such premises that afford proper protection as would normally be provided by it.
- Removal of records will be at the service provider's expense.

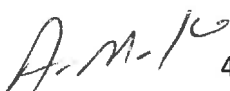
5 REQUIREMENTS

5.1 FUNCTIONAL REQUIREMENTS

- 5.1.1 The off-site storage facilities should be located in East London;
- 5.1.2 The off-site storage facilities should be accommodated in a protected, secured site and must meet building requirements for offsite storage as stipulated by Provincial Archives.
- 5.1.3 The service provider must include in the quote a maximum of 5 000 boxes that would be charged as and when need over the contract period. The price of the boxes should be fixed for the 60 months.
- 5.1.4 The service provider must have a minimum of five (5) years' experience in providing records management off-site storage.
- 5.1.5 The service provider must submit a minimum of three (3) reference letters for previous work from their clients which specify the type of service procured, period of contract, i.e. start date and end date. Letters must be on the company letter head, signed, dated and with contactable details.
- 5.1.6 Failure to attach required copies on the above requirements will render your quotation invalid.**

6 SITE INSPECTIONS

- 7.1 The ECLB will conduct site visits for the selected bidders.


4

7 SKILLS TRANSFER AND TRAINING PROGRAMME

- 7.1 Service provider must transfer skills to ECLB staff.

8 MAINTENANCE SERVICE LEVEL AGREEMENT

- 8.1 Service Level Agreement will be signed between the ECLB and the successful bidder upon finalization of the process.

9 TERMINATION OF THE CONTRACT

- 9.1 The contract will be terminated immediately should the successful service provider no longer qualify as document management service provider in terms of the provisions of the National and Provincial Archives Act.
- 9.2 Any amendment or waiving of the stipulations of the contract must occur in writing by mutual consent between the ECLB and the successful service provider.

10 COMPULSORY TERMS AND CONDITIONS

- 10.1 The service contract shall be for a period of 5 years (60 months).
- 10.2 The service provider is requested to provide a quote regarding the work to be undertaken for this project. The total cost must be VAT inclusive and should be quoted in South African currency (i.e.rands), no hidden costs will be accepted. A detailed breakdown of the total ceiling price must be attached.
- 10.3 The existing electronic system for capturing indexing and bar coding of records and files should be integrated into the new records management system.

A.M. 15

11 OTHER TERMS AND CONDITIONS OF THE REQUEST FOR QUOTATION (RFQ)

- 11.1 Eastern Cape Liquor Board reserves the right not to make any appointment from the submitted quotations.
- 11.2 ECLB does not bind itself to accept the quotation with highest score.
- 11.3 Eastern Cape Liquor Board reserves the right cancel this RFQ and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 11.4 Service providers are advised that submission of quotations does not give rise to any contractual obligation/s on the part of ECLB.
- 11.5 In addition to adherence to the specific terms and conditions of proposal provided in this document, the service provider shall be bound by the provisions of the General Conditions of Contract attached hereto.
- 11.6 Service providers must be registered with the National Treasury Central Supplier Database (CSD). Service providers are requested to provide the ECLB with their tax status pin.
- 11.7 No services shall be rendered, or goods delivered before an official ECLB Purchase Order form has been received.
- 11.8 The ECLB may request written clarification or further information regarding any aspect of the quotation submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their quotation may be disqualified.
- 11.9 Service providers shall not qualify their quotations with their own conditions. If a service provider does not specifically withdraw its own conditions of quotation when called upon to do so, the quotation response will be declared invalid.
- 11.10 Quotations submitted shall become the property of ECLB and shall not be returned.
- 11.11 A quotation received after the specified date (**26 October 2021**) will not be considered and accepted.
- 11.12 Quotation must be valid for a period of at least ninety (90) days.
- 11.13 Electronic quotations shall be accepted.
- 11.14 BBBEE certificate must be submitted.
- 11.15 Service providers must submit the SBD4 form together with their quotations.

NB: Completion of the returnable forms below is mandatory and failure to do so will render the quotation submitted invalid. This form must be completed in full on the original and be signed.

- I. SBD 4: Declaration of Interest

A-m-k
6

11.16 Pricing – 80/20 points

Price must be in South African currency and must be inclusive of VAT. Service providers are further requested to indicate their price in all elements listed in their quotations **(no hidden costs/ unknown costs will be accepted)**. Price will be evaluated based on 80/20 points and applicable formula of calculating points.

12 EVALUATION CRITERIA

All quotations received shall be evaluated based on the following criteria:

- Two stage criteria where functionality is assessed before considering the preferential point system. A service provider must at least obtain 70% in functionality in order to proceed to the next stage of preferential point system.

STAGE ONE: Functionality

Location • East London (10) • Outside East London (0)	10
Experience Experience in provision of records management off-site storage facilities (reference to previous similar successful projects) • 5 or more years of relevant experience (20) • 4 years of relevant experience (16) • 3 years of relevant experience (12) • 2 years of relevant experience (8) • 1 year of relevant experience (4) N.B: Each year of experience will qualify for 4 points, subject to maximum of 20 points. Submit business profile, non-submission will result in no points awarded (0)	20
Proof of previous successful projects The service provider must submit a minimum of three (3) reference letters of work done not older than 5 years from their clients which specify the type of service procured, period of contract, i.e start date and end date. Letters must be on the company letter head, signed, dated and with contactable details. • submission of 3 or more reference letters stating satisfactory completion of the project (15) • submission of 2 reference letters stating satisfactory completion of the project (10)	15

Amk

• submission of 1 reference letters stating satisfactory completion of the project (5) (Non-submission of reference letters and non-rating of previous work will result in no points awarded (0).																															
Compliance with OHS and safety standards The storage facilities should comply with Occupational Health and safety standards (have fire prevention facilities that include sprinkler systems smoke detectors and relevant fire extinguishers and must be able to prevent degradation of records, have adequate ventilation and humidity control as well as pest and rodents control systems) as per building requirements for offsite storage by Provincial Archives. Supporting documents as proof of compliance are required (20). Non - submission of proof (0).			20																												
Submission of Detailed Project plan 1. Service provider should submit a detailed project plan which outlines the methodology of their services (20). 2. Service provider should provide breakdown of costs for the services required but not limited to the items listed in table below. Also clearly stipulate overall monthly and overall costs for the five-year period (15). <table border="1"> <thead> <tr> <th>#</th><th colspan="3">Details of service</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Retrieve – paper-based record</td><td>Within working hours</td><td>Holidays & weekends</td></tr> <tr> <td>2.</td><td>Retrieve – scanning & emails</td><td>Within working hours</td><td>Holidays & Weekends</td></tr> <tr> <td>3.</td><td>Rental storage facility</td><td></td><td></td></tr> <tr> <td>4.</td><td>Provision of storage boxes</td><td></td><td></td></tr> <tr> <td>5.</td><td>Transportation</td><td></td><td></td></tr> <tr> <td>6.</td><td>Handling fee for returns</td><td></td><td></td></tr> </tbody> </table> Clearly indicate totals for monthly cost and overall cost for a period of 5 years (60 months). Failure to submit the above, the bidder will obtain zero (0).			#	Details of service			1.	Retrieve – paper-based record	Within working hours	Holidays & weekends	2.	Retrieve – scanning & emails	Within working hours	Holidays & Weekends	3.	Rental storage facility			4.	Provision of storage boxes			5.	Transportation			6.	Handling fee for returns			35
#	Details of service																														
1.	Retrieve – paper-based record	Within working hours	Holidays & weekends																												
2.	Retrieve – scanning & emails	Within working hours	Holidays & Weekends																												
3.	Rental storage facility																														
4.	Provision of storage boxes																														
5.	Transportation																														
6.	Handling fee for returns																														
Total			100																												

Service providers must provide sufficient proof/documents to justify awarding the points above and such proof should include details of contactable references to Evaluation Criteria above.

A service provider must obtain a minimum of 70% on stage one in order to proceed to the next stage of evaluation (i.e. Pricing and preferential point system).

Point scored by qualifying service providers in Stage 1 will not be taken into consideration for evaluation at stage 2.

A. M. K.
8

Stage 2: Price and Preferential point system

Criteria	Point System
Price	80
B-BBEE	20
Total	100

Closing date for quotations: 26 October 2021.

FOR ANY ENQUIRIES

Ms Linda Tini

Eastern Cape Liquor Board

Shop No. 10 Bacon Bay Crossing

Bonza Bay Road

Beacon Bay

East London

Tel: 043 700 0900

E-mail: linda.tini@eclb.co.za

PROCUREMENT RELATED ENQUIRIES

Ms. Hlengiwe Vakele

Eastern Cape Liquor Board

Shop No. 10 Bacon Bay Crossing

Bonza Bay Road

Beacon Bay

East London

Tel: 043 700 0900

E-mail: hlengiwe.vakele@eclb.co.za

*A. M. K.*₉