

REQUEST FOR QUOTATION

SENTECH INVITES SUPPLIERS FOR:

Project title:	SENTECH requires the services of a Records Management Project Manager and a Records Management Consultant with experience in the public sector to facilitate electronic records management project from inception to completion on a 1-year supply contract		
Quotation or Proposal no:	RXF6000002159		
RFQ Issue date:	20/09/2024		
Closing date:	27/09/2024		
Closing time:	12h00	Validity period:	90 days

You are invited to provide a quote to deliver the goods, services or works defined in the Scope of Work.

QUOTATIONS OR PROPOSALS TO BE RETURNED TO:

Quotations Administrator	Zanele Zulu
Telephone no:	011 471-4000
E-mail:	Quotations6@sentechn.co.za

Form of Offer and Acceptance

Offer

The Employer, identified in the Acceptance signature block, has solicited offers to enter into a contract for the services as stated in the RFQ: Scope of Work

The Service Providers, identified in the Offer signature block, has examined the documents listed in the RFQ and addenda thereto as listed in the Returnable Schedules, and by submitting this Offer has accepted the Conditions of this RFQ.

By the representative of the Service Provider, deemed to be duly authorised, signing this part of this Form of Offer and Acceptance the Service Provider offers to perform all of the obligations and liabilities of the RFQ under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the RFQ.



THE OFFERED TOTAL OF THE PRICES INCLUSIVE OF VAT IS:

(in _____ words)

.....

.....Rand

;

R.....(in figures)

THE OFFERED PRICES ARE AS STATED IN THE PRICING SCHEDULE

This Offer may be accepted by the Employer by signing the Acceptance part of this Form of Offer and Acceptance and returning one copy of this document including the Schedule of Deviations (if any) to the Service Provider before the end of the period of validity stated in the RFQ, or other period as agreed.

Signature(s)

Name(s)

Capacity

**For the
tenderer:**

.....
(Insert name and address of organisation)

Name &
signature of
witness

Date

Acceptance

By signing this part of this Form of Offer and Acceptance, the Employer identified below accepts the Service Providers Offer. In consideration thereof, the Employer shall pay the Service Provider the amount due in accordance with the conditions of the RFQ. Acceptance of the Service Providers Offer shall form an agreement between the Employer and the Service Provider upon the terms and conditions contained in this RFQ.

Deviations from and amendments to the documents listed in the RFQ and any addenda thereto listed in the Returnable Schedules as well as any changes to the terms of the Offer agreed by the Service Provider and the Employer during this process of offer and acceptance, are contained in the Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule.

The Service Provider shall within two days of receiving a completed copy of this agreement, including the Schedule of Deviations (if any), contact the Employer's agent to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the conditions of contract identified in the RFQ. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Service Provider receives one fully completed original copy of this document, including the Schedule of Deviations (if any).

Signature(s)

.....



Name(s)		
Capacity		
for the Employer		
(Insert name and address of organisation)		
Name & signature of witness		Date

RFQ Data

1. ADMINISTRATIVE RESPONSIVENESS CRITERIA

- 1.1. Suppliers are required to ensure that they meet all the Administrative Responsiveness Criteria. Suppliers that do not meet all the Administrative Responsive Criteria may not be awarded this Quote. It is the service provider's responsibility to ensure that they are tax compliant and that all required information is submitted to Sentech. Supplier's providing quotations must be registered on the Sentech Supplier Database.
- 1.2. **Quotations must be in a Company Letterhead.**
- 1.3. Quotations or Proposals must be received on or before the closing date and time specified on the Call for Quotation or Proposal document.
- 1.4. Quotations or Proposals must be fully completed and signed in BLACK ink.
- 1.5. Quotations must be submitted via Email.
- 1.6. The Tenderer undertakes to the Purchaser that it will treat as confidential the terms of this RFQ together with all the Purchaser's confidential information and will not disclose such confidential information to any person, firm or company (other than to its auditors and other professional advisers) or to the media, and will not use such confidential information other than for the purposes of this RFQ, subject always to any prior specific authorisation in writing by the Purchaser to such disclosure or use."

2. AWARD OF RFQ's

Sentech may appoint one or more suppliers, in whole or in part, or not appoint any supplier/s at all, and/or cancel the bid in its entirety, at Sentech's sole and exclusive discretion, in order to satisfy various needs which may be identified, and to manage certain risks associated with the supply of goods or services specified in respect of the Bid.

3. RATE OF EXCHANGE, CURRENCY FLUCTUATIONS AND CURRENCY

All bid prices quoted shall be in South African Rands (ZAR). If prices are in a foreign currency, the rate of exchange quoted shall remain fixed throughout the term of the agreement. Bidders will bear the risk of and all cost/s associated with currency fluctuations, therefore Bidders shall be required to manage such risk in their bid price.

4. GENERAL - PRICES

All prices shall be quoted in ZAR.



Unless written approval has been obtained from Sentech, no adjustment in contract prices will be made. Applications for price adjustment must be accompanied by documentary evidence in support of any adjustment.

5. PRICE NEGOTIATIONS

Sentech reserves the right to negotiate market related prices and discounts. If market-related prices are not agreed to, Sentech reserves the right to cancel the Bid.

6. EVALUATION CRITERIA

The evaluation criteria are stipulated in 7 below. It is the Bidder's responsibility to ensure that they have responded to the evaluation criteria. Failure to meet the evaluation criteria will result in the Bidder not being evaluated further. Bidders must ensure that they have included all supporting documentation required to support their response to the Bid

7. RFQ EVALUATION METHOD

This RFQ will be evaluated as described in the table below.

Evaluation Method	1. Stage 1 – Administrative Responsiveness Evaluation All the Quotations will be evaluated against the Administrative responsiveness requirements as set out in section 2 of the RFQ Data. 2. Stage 2 – Functional Evaluation Criteria The proposals that COMPLY with the Mandatory evaluation criteria be evaluated against the Functional Criteria. Suppliers meeting the minimum requirement will be evaluated further. 3. Stage 3 – Price and Preference Suppliers with the lowest Price offered will score the highest points. Only Suppliers that submit a valid B-BBEE Certificate can claim preference points in line with the 80/20 Suppliers with the highest number of points will be recommended for the award of this quotation, unless there are compelling and justifiable reasons not to do so.
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Functional criteria	Points
Comprehensive proposed methodology to be adopted demonstrating an understanding of SENTECH's requirements listed below 1. Preliminary Investigation 2. Assessment of Policies 3. Assessment of business activities and processes 4. Assessment of existing records systems 5. Identification of requirements for records management 6. Configure records management system 7. Implement records management system 8. Conduct post-implementation review Methodology address less than 4 requirements → 0 points Methodology address 4 - 5 requirements → 10 points Methodology address 6 - 7 requirements → 20 points Methodology address all 8 requirements → 30 points	30
Certified and Experienced Records Management Specialist : Provide detailed CV and proof of certifications of the resource that will be involved in the project Less than 1 year experience → 0 points 1-5 years' experience → 5 points 6-10 years' experience → 10 points More than 10 years → 20 points	20
Certified and Experienced Project Manager in Records Management: Provide detailed CV and proof of certifications of the resource that will be involved in the project Less than 1 year experience → 0 points 1-5 years' experience → 5 points 6-10 years' experience → 10 points More than 10 years → 20 points	20
ISO Records Management Certification Proof of certification not Provided → 0 Points Proof of certification Provided → 15 points	15
SABS/SANS Records Management Certification Proof of certification not Provided → 0 Points Proof of certification Provided → 15 points	15
Total Points:	100

NOTE: Bidders that do not comply with all the above criteria will not be evaluated further.

7.1. Functional Evaluation Criteria

Functionality criteria	Proof Required	Points
N/A		
Total Points:		

Total minimum qualifying functional score is ##### points.

8. Preference Point allocation – 80/20

Sentech's Specific goals emanate from the section 2(1)d of the Preferential Procurement Policy Act which may include contracting with persons or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender and disability. The Reconstruction and Development Programme as published in Government Gazette No 16085 dated 23 November 1994

Sentech will award preference points as follows:

Goal	Points	Evidence required
Historically disadvantaged by unfair discrimination on the basis of Race	10	A valid BBEE Certificate showing at least 51% black ownership
	5	A valid BBEE Certificate showing at least 25.1 – 50% black ownership
	3	Black owned company showing at least 5 – 25% black ownership
	0	Below 5%
Historically disadvantaged by unfair discrimination on the basis of Gender (women)	8	A valid BBEE Certificate showing at least 51% women ownership
	4	A valid BBEE Certificate showing at least 25.1 – 50% women ownership
	2	A valid BBEE Certificate showing at least 5-25% women ownership

Goal	Points	Evidence required
	0	A valid BBBEE Certificate showing at less than 5% women ownership
Historically disadvantaged by unfair discrimination on the basis of disability	2	A doctor's note confirming disability, confirmation of disability from the Department of Labour, BEE certificate or equivalent confirmation.
Total Points	20	

9. Price Calculation 80/20

The following formula will be used to calculate the points for price.

$$P_s = 80 \left[1 - \frac{(P_t - P_{min})}{P_{min}} \right]$$

Where:

P_s	=	Points scored for price of bid under consideration
P_t	=	Rand value of bid under consideration
P_{min}	=	Rand value of lowest acceptable bid

Scope of work

Sentech is a state-owned company and is the largest broadcasting signal distributor in South Africa. Sentech is a licensed Electronic Communications Network Service provider in South Africa. It currently operates many telecommunication networks for Satellite, Television, Radio, Internet and more. As such, Sentech is a global enabler of broadcasting and digital content delivery.

As part of our digital transformation objective, SENTECH aims to migrate from physical records to a digital records management system. This transition will streamline records management, enhance data accessibility, improve security, and support overall operational efficiency.

To achieve this, SENTECH requires the services of a Records Management Project Manager and a Records Management Consultant with experience in the public sector to facilitate electronic records management project from inception to completion on a 1-year supply contract.

SENTECH has physical records stored at the Records Warehouse as well as digital records that have been saved on Files Servers, Microsoft Teams and Microsoft SharePoint. 60% of physical records stored at the Records Warehouse have been scanned and ready for migration. All these records need to be migrated to a single electronic records management system.

SENTECH aims to use Microsoft SharePoint as the electronic records management system to centralise all organisations records. Microsoft SharePoint provides a comprehensive and scalable solution for electronic records management, offering strong compliance, security, and automation features. Its integration with the broader Microsoft 365 ecosystem enhances collaboration and streamlines document management across the organisation. By leveraging SharePoint, SENTECH aims to efficiently manage records throughout their lifecycle, ensuring compliance with retention policies and reducing the risks associated with improper records handling

The bidder will be required to configure Microsoft SharePoint as a comprehensive Electronic Records Management System by following the below steps:

1. Planning and Assessment

- **Assess Requirements:** Review the organisation's records management policy, legal obligations, and industry regulations. Identify the types of records to be managed, the retention schedules, and any specific compliance requirements.
- **Map Business Processes:** Understand the document workflows, including approval processes, records creation, and document lifecycle stages.

2. SharePoint Environment Setup

- **Create SharePoint Site Collections:** Organise SharePoint into site collections that reflect the organisation's departments or functions (e.g., IT, HR, Finance). This structure will ensure that documents are stored in relevant areas for easy access and control.

3. Document Libraries and Metadata Setup

- **Create Document Libraries:** Set up document libraries within site collections to store records. Each library should correspond to a type of document or record (e.g., contracts, financial statements, policy documents).
- **Define Metadata:** Set up metadata fields to help classify and organise records. This will make it easier to search and retrieve records later.

4. Record Retention and Classification

- **Create Content Types:** In SharePoint, content types define the structure for different document types. Create content types for records such as invoices, contracts, reports, etc., and associate metadata and retention policies with them.



- **Configure Retention Policies:** Set up retention schedules for each content type based on file plan.
- **Automated Record Classification:** Use automated content classification by assigning rules based on metadata.

5. Security and Permissions

- **Configure User Permissions:** Set up role-based permissions to control access to records.
- **Restrict Deletion:** Implement security settings to restrict unauthorised deletion of records.

6. Record Retention Labels and Policies

- **Set up Retention Labels:** Use Microsoft 365 compliance center to create and apply retention labels. These labels define how long records are kept and when they should be deleted or archived.
- **Create Label Policies:** Assign retention labels to specific SharePoint sites, document libraries, or records. Retention policies can be automatic, where labels are applied based on document type, or manual, where users apply them to documents.

7. Automating Workflows and Records Management Processes

- **Create Workflows:** Use Power Automate or SharePoint's built-in workflows to automate tasks such as record approval, classification, and notifications for records nearing the end of their retention period.
- **Approval Processes:** Implement workflows for record destruction approvals. Records flagged for destruction after their retention period can automatically be sent for review and approval by authorised users.

8. Audit Trail and Compliance Monitoring

- **Enable Audit Logs:** Turn on audit logging to track document activities like who viewed, modified, or deleted records. This ensures compliance with regulatory requirements and provides a trail for audits.
- **Create Compliance Reports:** Set up regular reports to monitor compliance with retention policies. These reports can show the status of records, upcoming deletion dates, and potential compliance risks.

9. Data Protection

- **Data Loss Prevention (DLP):** Implement DLP policies to prevent the accidental sharing of sensitive information, ensuring that protected records are not inadvertently exposed.

10. Testing and User Training

- **Test the System:** Conduct end-to-end testing of the system to ensure that retention policies, workflows, and security settings function as expected. Verify that records are classified correctly and that they follow the set retention schedules.
- **User Training:** Provide training to users on how to use SharePoint for records management. This includes understanding how to store, classify, and apply retention labels to documents.

Bidder must quote on below expected milestones and deliverables.

Milestone	Deliverables	Estimated Duration	Requirements
Milestone 1	Compliance Assessment Report	1 Month	1. Review and assess all records management policies to ensure compliance with legal, regulatory, and National Archives and Records Service of South Africa requirements. 2. Review and assess standard operating procedures to ensure compliance with policy and National Archives and Records Service of South Africa requirements.
Milestone 2	Records Management Assessment Report Updated File Plan	3 Months	1. Evaluate current records management practices and identify areas for improvement. 2. Facilitate workshops with business units to gather information on records management practices. 3. Assist in establishing effective records management strategies for, records retention schedules, repositories, and disposition 4. Review and assess the file plan to ensure it aligns with the current business processes and compliances with National Archives and Records Service of South Africa requirements.
Milestone 3	Records management maturity level Report	2 Weeks	1. Assess records management maturity level of the organisation and requirements needed to improve maturity level
Milestone 4	Records Digital Migration Report	2 Weeks	1. Develop a records digital migration roadmap 2. Develop a project plan for the implementation of electronic records management system.

Milestone 5	Project Milestone Report	6 Months	1. Configure Microsoft SharePoint as a comprehensive Electronic Records Management System 2. Manage the implementation of electronic records management project from start to completion. 3. Report on the progress of the project. 4. Provide training and support to staff on records management practices and the use of records management system 5. Develop training materials.
Milestone 6	Project Close out Report	1 Month	1. Project hand over, knowledge transfer and project documentation