

RFI DHA02-2022

SBD 1

PART A INVITATION TO RESPOND TO RFI

YOU ARE HEREBY INVITED TO RESPOND TO THE REQUIREMENTS OF THE DEPARTMENT OF HOME AFFAIRS					
RFI NUMBER:	RFI DHA02-2022	CLOSING DATE:	12 AUGUST 2022	CLOSING TIME:	11:00
DESCRIPTION	REQUEST FOR INFORMATION FOR THE CIVICS DIGITISATION PROJECT				
RFI RESPONSE DOCUMENTS MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT (STREET ADDRESS)					
Department of Home Affairs,					
230 Johannes Ramokhoase Street,					
Cnr. Thabo Sehume and Johannes Ramokhoase Streets					
Hallmark Building, Pretoria					
PROCUREMENT PROCEDURE ENQUIRIES MUST BE DIRECTED TO			TECHNICAL ENQUIRIES MUST BE DIRECTED TO:		
CONTACT PERSON	Lettie Makhudu/ Lunga Njwabule		CONTACT PERSON	Thabani Kunene	
TELEPHONE NUMBER	(012) 406 2750 / (012) 406 4027		TELEPHONE NUMBER	(012) 406 2565	
E-MAIL ADDRESS	lettiemakhudu@dha.gov.za Lunga.njwabule@dha.gov.za		E-MAIL ADDRESS	thabani.kunene@dha.gov.za	
SUPPLIER INFORMATION					
NAME OF RESPONDENT					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		

RFI DHA02-2022

PART B TERMS AND CONDITIONS FOR RFIDING

1. RFI SUBMISSION:

- 1.1. RFIS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE RFIS WILL NOT BE ACCEPTED FOR CONSIDERATION.

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE RFI INVALID.

SIGNATURE OF SERVICE PROVIDER:

CAPACITY UNDER WHICH THIS RFI IS SIGNED:
(Proof of authority must be submitted e.g. company resolution)

DATE:

I INSTRUCTIONS TO RESPONDENTS

A THE RFI DOCUMENTS

Rules for Responding

- 1.1. The Department is not bound to accept any of the proposals submitted and reserves the right to call for presentations from short-listed Service providers before final selection.
- 1.2. Foreign firms providing proposals must become familiar with local conditions and laws and take them into account in preparing their proposals.
- 1.3. The service provider and its affiliates are disqualified from providing goods, works and services to any private party to this Agreement, or any eventual project that may result, directly or indirectly from these services.
- 1.4. Firms may ask for clarification on these RFI documents or any part thereof up to close of business 1 week before the deadline for the submission of the RFIs.
- 1.5. The Department reserves the right to return late submission unopened.

Conditions of the RFI

- 1.6. The General Conditions of contract, may apply
- 1.7. All information, documents, programmes and reports must be regarded as confidential and may not be made available to any unauthorised person or institution without the written consent of the Department.
- 1.8. The service provider is entitled to general knowledge acquired in the execution of this agreement and may use it, provided that it shall not be to the detriment of the Department.

Cost of Responding

- 1.9. The Respondent shall bear all costs associated with the preparation and submission of its RFI response and the Department, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the RFI process.

Content of RFI Documents

- 1.10. The services required, procurement procedures and contract terms are prescribed in the RFI documents, which include:
 - i. Instruction to RFI Respondents;
 - ii. Technical RFI;
 - iii. Terms of Reference;

- 1.11. The Respondent is expected to examine all instructions, forms, terms and specifications in the RFI documents. Failure to furnish all information required by the RFI documents or submission of a not responsive to the RFI documents in every respect will be at the Respondent's risk and may result in rejection of the RFI.

Clarification of RFI Documents

- 1.12. The Department will respond in email to any request for clarification of the RFI documents which it receives no later than 1 week prior to the deadline for submission of prescribed by the Department.

- 1.13. **RFI Respondents are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:**

- **RFI DHA02-2022**
- **Date and time:** THURSDAY, 28 July 2022 at 10h00.

Interested RFI respondents must submit an email requesting the link to the virtual meeting on or before Tuesday, 26 July 2022.

Amendment of RFI Documents

- 1.14. At any time prior to the deadline for submission of RFIs, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective RFI respondent, modify the RFI document by amendment.
- 1.15. All prospective RFI Respondents who have received the RFI document will be notified of the amendment in writing or by fax, and same will be binding on them.
- 1.16. In order to allow prospective RFI Respondents reasonable time in which to take the amendment into account in preparing their RFI responses, the Department, at their discretion, may extend the deadline for the submission of RFIs.

B. PREPARATION OF RFIS

Language of RFI Response

- 1.1. The prepared by the RFI Respondent, as well as all correspondence and documents relating to the RFI Response exchanged by the RFI Respondents and the Department shall be written in English.

Documents Constituting the RFI Response

- 1.2. The prepared by the Respondent shall comprise the following components:
1. **Technical RFI Response**
 2. **Financial RFI, comprising:**
 - i. Not applicable

Closing Date of RFIs

- 1.3. RFI Responses must be received by the Department at the address specified under clause 1.13 above. In the event of the specified date for the submission of RFI Responses being declared a holiday for the Department, the RFI Responses will be received up to the appointed time on the next working day.
- 1.4. The Department may, at its discretion, extend this deadline for submission of RFI responses by amending the RFI documents in which case all rights and obligations of the Department and RFI Respondents previously subject to the deadline will thereafter be subject to the deadline as extended.

Late RFIs

- 1.5. Any received by the Department after the deadline for submission of prescribed by the Department, will be rejected and/or returned unopened to the service provider.

Modification and Withdrawal of RFIs

- 1.6. A Service provider, may modify or withdraw, its response after the RFI's submission, provided that written notice of the modification or withdrawal is received by the Department prior to the deadline prescribed for submission of responses.
- 1.7. The Service provider's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of clause 6. A withdrawal notice may also be sent by fax, followed by a signed confirmation copy, post marked not later than the deadline for submission of RFIs.
- 1.8. No may be modified subsequent to the deadline for submission of RFIs.
- 1.9. No may be withdrawn in the interval between the deadline for submission of and the expiration of period of validity specified by the on the Invitation to form.

C. EVALUATION OF RFIS

Clarification of RFI Responses

- 1.1. During evaluation of RFIs, the Department may, at its discretion, ask for a clarification of its RFI. The request for clarification and the response shall be in writing.



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

TERMS OF REFERENCE

RFI DHA02-2022

REQUEST FOR INFORMATION FOR THE CIVICS DIGITISATION PROJECT

CLOSING DATE AND TIME OF RFI:

12 AUGUST 2022 at 11h00

are invited to a non-compulsory virtual (Microsoft Teams) briefing session that will be held as follows:

Date and time: Thursday 28 July 2022 at 10h00.

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RFI VALIDITY PERIOD: 90 DAYS

**Department of Home Affairs
Supply Chain Management**

TERMS OF REFERENCE

1 Introduction

The Department of Home Affairs (DHA) offers a multitude of services to the citizens of South Africa, as well as foreigners who wish to visit, work or stay in South Africa.

The mandate of the Department is two-fold:

- a. Firstly, the DHA is custodian, protector and verifier of the identity and status of citizens and other persons resident in South Africa. This makes it possible for people to realize their rights and access benefits and opportunities in both the public and private domains. By expanding these services to marginalized communities, the department plays a key enabler in deepening democracy and social justice.
- b. Secondly, the DHA controls, regulates and facilitates immigration and the movement of persons through ports of entry. It also provides civics and immigration services at foreign missions; and determines the status of asylum seekers and refugees in accordance with international obligations. The department thus makes a significant contribution to ensuring national security, enabling economic development and promoting good international relations.

1.1 Overview

As part of DHA's Modernisation Programme, DHA aims to digitise and index all records that are currently on paper for security, ease of access and retrieval for use within the Department, other Departments and organisations relying on the Department of Home Affairs for their work and for speedy and efficient service delivery. These records include, but are not limited to records on Births, Marriages, Deaths and Amendments together with related supporting documents. The ultimate goal of this project is to digitise physical records and upload them into electronic document management system that contains all digitised records. These records shall be organised in a; systematic, efficient and transparent manner. And, this will allow ease of access and retrieval of digitised records to support daily operations, increase operational efficiency, improve space utilisation and reduce storage costs. Furthermore, the system must have the capability for speed filing and retrieval. Currently the department use traditional record filing method where records are filed in storage facilities following the department's filing algorithm to allow for retrieval of these records.

In addition, the manual records stored in DHA physical storage that will be digitised will require a different strategy for storage, filing, retrieval where applicable and disposal.

1.2 Purpose

The purpose of this Request for Information (RFI) is to obtain information with respect to the process of digitising DHA records, also aiming to reproduce the original records as faithfully as possible so that the digitised image can act in place of the original record where it is required to act as evidence of business transaction. Furthermore, to develop an electronic record filing system that resemble the manual record system the department uses current to draw records daily for the purpose of processing applications and resolving cases that requires original record. The electronic record filing system must organise the digitised records in line with DHA record storage structure which allows ease of retrieval of records.

This process for digitisation should include but not limited to the following capabilities:

Capability	Function
Technical Specification	The specification should include the file format, resolution, colour resolution or bit depth, compression, and colour management.
Equipment and software aligned to the digitisation requirements	To ensure the longevity of the digitised records.
System to support the management of the digitised output	The purpose is to determine the functionality and system requirements necessary to manage digital outputs.
Source records preparation guidelines	The aim is to produce the original records as faithfully as possible so that the digitised image can act in the place of the original where it is required to act as evidence of a business transaction.
The digitised records must be assigned metadata	Metadata is an essential component in the management and retrieval of records.
Quality Assurance	The process of applying the planned systematic quality activities such as audits to ensure that the digitising activity includes all processes needed to meet business requirements.

1.3 Scope of Work

The requested services of the service provider will comprise but are not limited to the following:

1.3.1 Detailed action plan for the digitisation:

Department of Home Affairs - Republic of South Africa (DHA) staff will be handing over the documents to the service provider in batches. The service provider shall return the documents to the same staff in the same form after scanning. The service provider will be responsible for carrying out restoration on documents that are returned damaged as a result of poor handling.

The action plan shall include:

- a. A detailed work plan for the scanning of documents with milestones and timelines. The work plan shall be approved by the Director-General of the Department of Home Affairs - Republic of South Africa (DHA) or his nominated project team and team leaders.
- b. A detailed workflow including:
 - Document preparation: unbinding, repairing, pasting of barcodes for alignment with ID numbers, rebinding etc.
 - Scanning methodology, including human resources required for the execution of the scanning functions.
 - Quality control: steps for ensuring optimum quality including ensuring that the content of the scanned documents are the exact replica of the original document, conformity of the pages of scanned image with that of original, image clarity, resolution, de-skewing, cropping, image resolution etc.
 - Indexing methodology, including functions to be executed in this phase and end to end process.
 - Naming the scanned documents following a naming convention specified by Department of Home Affairs - Republic of South Africa (DHA)
- c. Disaster Recovery Plan with High Availability and Site Resilience
- d. Provisioning of initial storage of the digitised content.
- e. Handing over the digitised content to Department of Home Affairs - Republic of South Africa (DHA) through hard disk.
- f. Integration of digitised content with Department of Home Affairs - Republic of South Africa (DHA) MIS and Live Capture system.
- g. Integration of the scanning system with the electronic record filing system to allow for migration of digitised records into the filing system.
- h. Configuration and implementation of the digitisation software.
- i. Training & capacity building of identified staff in the Department of Home Affairs - Republic of South Africa (DHA) staff
- j. Recruitment and the appointment of 10 000 Youths on behalf of the Department.
- k. Training of 10 000 Youths.
- l. Provision of the digitisation space or space allocation to accommodate digitisation equipment.

- m. Procurement of digitisation equipment's by the service provider on behalf of the Department.
- n. Maintenance and support of the procured digitisation equipment's for a period of 36 months.
- o. Documentation of digitisation Standard Operating Procedures (SOP) and processes.
- p. Creation and dissemination of training manuals for all digitisation equipment's.
- q. Procurement of digitisation software and end user licenses for a period of 36 months.
- r. Provisioning of mobile scanners for the scanning of documents at remote sites.
- s. Courier records (95% of records in GP in three locations) from various Provinces to the central digitisation centre/ hub to be determine by the Service Provider.
- t. Secure records of citizens and avoid any damage of records.
- u. Personnel suitability check of 10 000 Youths that will work on the Digitisation Project.
- v. Payment of 10 000 Youths by the service provider.

1.3.2 Development of an Electronic record filing system

The rationale behind digitisation of records it to automate the manual record storage to an electronic format, and thus the outcome of this project should be an electronic record filing system.

1.3.3 Setting up a fully equipped digitisation centre at Appointed Sites

1.3.3.1 The service provider is expected to provide office space for digitisation that is adequate to accommodate the following resource requirements:

- a. ICT infrastructure including hardware, software, licenses and supporting equipment (scanners, computers, printers etc.), cabling, network connectivity, telephone.
- b. Human resource requirements for 10 000 Youth based on their various areas of responsibilities, phases and functions executed per phase (see Annex B)
- c. End to end digitisation process including receiving of records, preparation (unbinding, barcoding, etc), scanning, indexing, storage, quality assurance, capturing and ID matching and repackaging.

1.3.3.2 Process for determination of office space required to accommodation 10 000 Youth and digitisation infrastructure, including ICT requirements, security requirements, 1.3.3.2 Office space planning and model office design for digitisation

- a. Design of model office for digitisation outlining office space requirements in terms of size (in m2) based on resource requirements
- b. Space planning norms for the total office area consisting of assignable and non-assignable area, functional areas, support space per work area, core space per work area and structural space per internal area.
- c. Process for tenant installation, reconfiguration and refurbishment and the estimated completion period.

1.3.4 Scanning and digitisation of documents

The DHA has more than 340 million paper records that requires digitisation into electronic format for easier handling, storage and faster accessibility to expedite client response turn-around times going forward.

These records for birth's, marriages and amendments date back to the early 1800s which necessitates the need to apply care and reliable systems that will bear tolerance for the digitisation purposes of such records. Around 95% of the records are in 3 sites in Gauteng with the remainder in provincial offices. A physical record can consist of around 5 pages to be digitised.

A critical requirement of the digitisation process must be that it can be implemented with minimal disruption to DHA daily business and operations.

The digitisation process will follow the approved workflow and work plan provided by the service provider and refined and approved during the testing phase.

The digitisation must be conducted in such a way that the scanned documents are as close to the originals as possible. Image enhancements may be required.

1.3.5 Indexing of the digitised documents

The service provider must ensure the proper indexing of the scanned documents. The indexing technique must be approved by Department of Home Affairs - Republic of South Africa (DHA).

1.3.6 Quality Checks

The quality check and validation of the output produced by the service provider will be performed by both Department of Home Affairs - Republic of South Africa (DHA) and the service provider to ensure that the desirable quality is provided on elements including size of image, resolution of image, file format, cropped and border areas, alignment and text legibility etc.

Should it be found that the service provider has not performed the scanning work satisfactorily and the images are of poor quality, the Department of Home Affairs - Republic of South Africa (DHA) reserves the right to get the documents scanned afresh by another service provider and the cost incurred shall be adjusted from the service provider's bill.

1.3.7 Return of the Original Documents

Original documents will be returned by the service provider on a batch basis. Under no circumstances, shall the documents be changed, mutilated, destroyed or replaced by any other documents.

1.3.8 Reports

The service provider will report to the nominated Project Management Officer appointed by the Department of Home Affairs - Republic of South Africa (DHA) by preparing the following reports:

a. Inception Report

- i. Due within one week after the start of the assignment. The inception report will make a detailed proposal for the framework of implementation of the digitisation project covering the setting up of a fully equipped digitisation centre.
- ii. Before proceeding to the fieldwork, the service provider shall submit the inception report containing the detailed work plan and the work flow to Department of Home Affairs - Republic of South Africa (DHA).

b. Report on Equipment Specifications

After completion of the project, Department of Home Affairs - Republic of South Africa (DHA) intends to carry on with the digitisation of documents using own resources. In this regard, the service provider has to submit a report mentioning detailed technical specifications of equipment required to continue digitisation using DHA's own resources. This report is due along with second Monthly Progress Report.

c. Monthly Progress Report

The **Monthly Progress Report** will describe all activities performed and results achieved within the reported period. It will report the state of planned / implemented activities and assess their results' implications on the implementation of the Project. The Monthly Progress Report must have two dedicated chapters on quality control and return of original documents titled respectively as **Monthly Quality Control Report** and **Monthly Return Report of Original Documents**.

Service provider shall provide weekly reports pertaining to the volumes of records digitised per week.

Each Monthly Progress Report must be accompanied by the digitised content and submitted to Department of Home Affairs - Republic of South Africa (DHA) through electronic media.

*d. **Draft final report***

Final report shall be provided one week prior to the end of the project duration. A draft final report will be due which will detail all activities performed and results achieved, covering all aspects of the scope of work. Moreover, the report will include recommendations relevant for further developing the project, and identify further steps to be taken by Department of Home Affairs - Republic of South Africa (DHA) regarding the need for further assistance, if any.

1.3.9 Training & Capacity Building

Four types of training will be provided by service provider:

a. Management Training

Department of Home Affairs - Republic of South Africa (DHA) HO officials will be included in this category. The objective of this training is to ensure overall understanding of operation of the system.

Training areas

- Presentation on the overall concepts of the Digital Archiving of files and its scope and benefit.
- Introduction to software/database/security concepts
- Hands on training on basic operating system functionality
- Demonstration on Operation of the Scanning and storing process.
- Hands on training on how to use the software to extract MIS reports and use them as decision support, or monitoring tools.

b. End user Training

This group will consist of Department of Home Affairs - Republic of South Africa (DHA) Regional Office officials and Department of Home Affairs - Republic of South Africa (DHA) Head Office support staff who will keep the system running. The trainees will receive hands on training on subjects specific to him/her rather than receiving conceptual understanding on the overall functionality of the total system. This is the key training activity of the project.

Training areas

- Presentation on the overall concepts of the Digital Archiving of files and its scope and benefit.
- Demonstration on Operation of the Scanning and storing process
- Hands on training on the specific area
- Disaster Recovery plan

c. Technical Users Training

A strong technical team is required to maintain the system and provide prompt support to the end users. The service provider will train Department of Home Affairs - Republic of South Africa (DHA) IT Department officials for smooth operation of the digitisation software after expiry of the maintenance phase. IT department officials will work as system administrator/database administrator, programmer, web master etc.

Training areas

- Complete solution for an archiving application Development
- Digital archiving administration
- Software trouble shooting
- Advanced areas of archiving technology

d. Project roll-out employee training

A team of 10 000 young employees will have to be employed and trained for this project. The Service Provider will be required to partner with a South African training Institution to train these young employees with the intention of utilising their respective skills in the digitisation project.

This is a key component of the project and should not be overlooked. The evaluation weighting allocated to this section of the project will be significant.

Training areas

- Computer Literacy and Computer Development skills
- Complete understanding of the digitisation process and the technology employed
- Complete solution for an archiving application Development from input to retrieval of data.
- Digital archiving administration
- Software trouble shooting
- Advanced areas of archiving technology

e. User Manual

User manuals (in English) incorporating training areas for end user training will be supplied by the service provider during the training.

In addition, soft copies of presentation slides and other audio visuals must be provided by the service provider.

f. Maintenance

After the completion of Data Entry, Archiving and Image Processing, the service provider will have to provide maintenance for 3(three) additional months. Maintenance will include the following tasks:

- Fix any software problems within 2 working days.
- Fix any security issues (including virus attacks and other security problems) within 24 hours.
- Maintain back-up and recovery of data.
- Assist Department of Home Affairs - Republic of South Africa (DHA) to maintain and enhance the system through transfer of knowledge as required.
- Develop required modification of existing software for smooth operation and compatibility with the proposed data entry, archiving and image processing, if necessary.

1.4 Technology Environment/Estate

The Department currently has the following software products within its technology estate:

a. Database Management Systems

- i. Microsoft SQL Server,
- ii. Oracle,
- iii. IBM DB2,
- iv. MySQL/MariaDB,
- v. SQLite,
- vi. Redis

b. Enterprise Content Management

- i. Alfresco – Current digitised Civics records are stored and retrieved here.
- ii. SharePoint – Currently being rolled out mainly for workgroup collaboration and personal content management.
- iii. Documentum – Scanned documents from Live Capture (Smart ID / Passport system) are stored here.

c. Message Queueing

- i. IBM ESB/MQ
- ii. Oracle Tuxedo
- iii. Apache MQ (R&D)
- iv. Talend ESB (R&D)
- v. ZeroMQ (R&D)

1.5 Process

The process will be two-fold.

Stage 1: Industry Engagement to obtain information (RFI):

This document represents the first stage which involves obtaining information from the market on proposed options for digitisation of Civics records. This would include information briefing/interaction sessions with the market that will inform stage 2.

Stage 2: Industry Request for Bid (RFB) / Request for Proposal (RFP):

The second stage would involve developing the (RFB) with inputs from stage 1 (At DHA's discretion). The RFB would cover more detail requirements involving solution options, pricing, BEE and negotiations, which processes will ultimately lead to the appointment of suitable service provider/s.

Non—participation in Stage 1 shall not disqualify any prospective bidder from responding to the RFB/RFP.

1.6 Rules

- a. It must be clearly understood that no business will be awarded to any service provider out of this request for information.
- b. Prices submitted with the request for information are for information only and no service provider will be held to any price submitted.
- c. The Department further reserves the right to contact individual service providers to obtain further information should this be deemed necessary.
- d. Responses from this RFI **SHALL NOT** be used to pre-screen potential bidders for the RFB process.

1.7 Questions

- a. Service providers must request clarification and/or additional information for purposes of preparing a response to this RFI via email.
- b. Service providers must refrain from contacting any of the DHA officials regarding this RFI unless such contact is made through email to the designated persons.
- c. The Department will respond to Service providers' requests for clarification and/or additional information by no later than close of business on the date specified on the cover page.

2 Respondent Information

e. 2.1 Overview

A corporate profile with all the regulatory information, such as company registration, coupled with a portfolio of similar projects delivered should be provided here.

f. 2.2 Offering

A description of services offered by the Service Provider, with emphasis on services related to the proposed project, should be detailed here.

3 Technical and Functional Requirements

3.1 Technical Specifications

The required solution should meet the following technical requirements:

- a. Adherence to the following standards:
 - i. ISO/TR 13028:2010 (Creating and maintaining records in digital format)
 - ii. ISO 14641:2018 (Electronic document management)
 - iii. ISO/TC 46/SC 11 (Archives/records management)
 - iv. Other applicable International and National Standards as prescribed for the management and maintenance of civic records
- b. Service commencement: Within 7 calendar days after approval of testing phase
- c. Data accuracy: 100%
- d. Scanning requirements:
 - i. Resolution:

- Optical: 600 dpi or greater
 - Black-and white or grayscale output: 600 dpi or greater
 - Colour output: 300 dpi or greater
- ii. Output options:
- Black and white: 8 bit
 - Colour: 24 bit
- iii. Scanning quality: 90% readable
- iv. Search and retrieve: <3 sec
- v. Image output: PDF/TIFF
- vi. Data and Image delivery: Hard Disk (HDD), Private Cloud Storage, Server with off-site redundancy (backup copy),

3.4 High Level Bill of Quantities

The solution is expected to have the following high level components and the service provider is required to cost each line item. And, the service provider may provide additional information, if need be:

Table 1 - High Level Bill of Quantities

Category	Item	Description	Qty
Server Hardware and Related Software	Private Cloud-ready Hyperconverged Computing Infrastructure, Storage, and Data Backup at two (2) data centres	Servers, Fibre Channel Storage, Backup Tape Libraries, Virtualisation Software, Containerisation Software, Data Backup Software, Data Replication Software for five (5) years	2
	Network Equipment	Routers, Switches, and Access Points for five (5) years	1
	Computer Workstations	Desktops	2 000
		Laptops	450
	Cooling Equipment	Air Conditioning, Monitoring, Alerting, and Reporting Solution	20

Category	Item	Description	Qty
Environmental Management		inclusive of regular maintenance and testing for five (5) years	
	Power Management	Generator and UPS with Monitoring, Alerting, and Reporting Solution inclusive of regular maintenance and testing for five (5) years	20
	Fire Suppression	Automated Fire Suppression Equipment, Monitoring, Alerting and Reporting Solution for Central and Provincial Digitisation Bureaux inclusive of regular maintenance and testing for five (5) years	20
Digitisation Hardware	High Volume Network Scanners	- PPM: 172, 200, 252 600DPI	20
	Flatbed Scanners	•	32
	Multi-function Scanner, Printer, and Photocopier	Multi-function devices	24
	Microfilm Converters	Microfilm converters	24
	Scanning-on-Wheels	Digitisation Mobile Trucks	5
	Barcode Printers and Scanners	WiFi-based Thermal Barcode Printers	40
	Barcode Scanners	WiFi-based Barcode Scanners	66
Digitisation Software	OCR Scanning Software	Optical Character Recognition scanning software	100
	Enterprise Content Management System	On-premise, high availability (two nodes or more within the same data centre) and site resilient (two data centres or more) Electronic Records Management System based on a NoSQL document-oriented Database Management System inclusive of installation, configuration, support and maintenance for five (5) years	1
Network Connectivity	Data Centre to Data Centre Replication Link	8GB fibre data links	2

Category	Item	Description	Qty
	Data Centre to Main Digitisation Bureaux	1GB fibre data links (2 x Data Centres → 2 x Digitisation Bureaux)	4
	Data Centre to Provincial Digitisation Bureau	100MB data links (2 x Data Centres → 18 x Provincial Sites)	36
Professional Services	Training for IT Officials	Training for IT Officials	75
	Training for End Users	Training for End Users (10 000 Youths and Civics)	11 500
	Establishment of Central Digitisation Bureau	Establishment of Central Digitisation Bureau	2
	Establishment of Regional Bureaux in Provinces	Establishment of Regional Bureaux in Provinces	TBC
	Systems Integration	Integration of ECM with existing DHA systems	1
	Configuration, Dedicated On-site Support and Maintenance of Enterprise Content Management System	ECM System, Database Management System	1
	Digitisation	Extraction of document field information	1
	Proofing	Quality assurance of electronic records	1
	Data Entry	Development, monitoring, and enforcement of data entry procedures	1

3.5 Expanded Technical Scope

Below is an overview of the expanded technical scope:

- a. The solution must convert the original paper document into electronic/digital format using effective, cost efficient, and technologically advanced document digitisation solution.

- b. The digitised document must be able to integrate with the **Enterprise Content Management System (ECMS)** of the Department without using any third party software.
- c. Provide enterprise-grade **Document-oriented NoSQL Database Management System (DBMS)** – proprietary or open-source.
- d. Select an appropriate **ECMS** from the existing DHA ECM estate or provide a perpetually licensed enterprise-grade alternative – proprietary or open-source.

3.5.1 Records Management

- a. The system should have a dashboard for private and public folders, uploaded documents and notifications.
- b. The system should have no limit in creation of folders and sub folders.
- c. The system should have a public repository where users can only view the uploaded/created record in assigned public folder.
- d. The system should have a private repository where only permitted users and groups are allowed to view and edit a record.
- e. The system should have a lock feature for folder.
- f. The system should be capable to assign users and groups to specific folder.
- g. The system should have a workflow management for automating a process per folder.
- h. The system should have a conditional process in workflow management such as:
 - i. Workflow process should have condition in getting the file name.
 - ii. Workflow process should have condition in getting the index.
 - iii. Workflow process should have condition in getting the authors name.
 - iv. Workflow process should have condition in getting the date uploaded.
- i. The system should be capable to upload a single or bulk scanned document.
- j. The system should be capable to index in each record.
- k. The system should have no limits in index field.
- l. The system should have a field for upload date and expiry date for archiving purposes.
- m. The system should have an automatic archive feature.

- n. The system should be capable to set the parameters for archiving.
- o. The system should be capable to upload an index file in csv format and automatically link the attributes in designated file names without any limit.
- p. The system should be capable to route records to one or more user accounts.
- q. The system should be capable to route two or more tasks in single or multiple accounts.
- r. The system should be capable to sign a document using digital signature.
- s. The system should be capable to plot the exact x and y axis for insertion of digital signature by the assigned user.
- t. The system should be capable to integrate with digital signature solution
- u. The system should be capable to view the previous document uploaded.

3.5.3 Accounts Management

- a. The system should have unlimited creation of user accounts.
- b. The system should have a one-time pin (OTP) for password.
- c. The system should have a password reset tool to be manage by the end user requester via email.
- d. The system should notify the administrator thru email for new request for change password.
- e. The system should have a link to user account profile.
- f. The system should have an avatar upload feature.
- g. The system should have user management to create new user accounts with specific roles such as employee, manager and administrator.
- h. The system should have a group management to create new groups with specific roles per folder.
- i. The system should be capable to use Google Login or Active Directory as login authentication.

3.5.4 Search and Retrieval Management

- a. The system should be capable to search data such as index, file name, date, author name, uploader name, document type and content of the scanned document.
- b. The system should have an advance content search that can search optical character recognition (OCR) of the scanned documents.

- c. The system should have a filtering in search result to easily track the documents.
- d. Content of the digitised document must be searchable (within the digitised documents)

3.5.5 Reports Management

- a. The system should be capable to count all the uploaded records as well as number of scanned images per record, by folder or user.
- b. The system should be capable to count all the pages in every record uploaded.
- c. The system should flag differences between number of images scanned vs images linked or indexed.

3.5.6 Notification Management

- a. The system should be capable to send email and SMS notification in every routed task.
- b. The system should be capable view real-time notification in dashboard.

3.5.7 System Management

- a. The system should be accessible in web browser and can support multiple platforms such as Internet Explorer, Google Chrome, Mozilla Firefox.
- b. The system should be in open source programming language using a Service Oriented Architecture (SOA).
- c. The system should be in Bootstrap template and responsive view from desktop, tablet and mobile.
- d. The system should have policy for brute force attacks.
 - i. Accounts with 3 failed login attempts should block.
 - ii. Recover of password should be done by the assigned administrator using administration panel.
 - iii. Idle time of 15 minutes should automatically log out.
 - iv. Only alpha and numeric keys are allowed in username and password field.
- f. Shall display search output.
- g. Digitized document must be linked into the records on Management Information System (MIS).
- h. Service provider shall provide highly technical personnel for the document digitisation project.

- i. Provide a comprehensive training for the technical personnel that will be assigned by DHA – Civic Records Division to ensure continuity of operation, maintenance and proper technology transfer.
- j. Must provide a backup and recovery mechanism for the digitised documents.
- l. Document digitisation services, includes but not limited to the following:
 - i. Scanning, indexing, unfastening and refastening (in cases of staple wires, clips and etc.) of documents will be done onsite to be determined by the DHA Civic Records Division, with an 8 hrs. x 5 days a week provision of manpower, high speed scanner and back-up facilities.
 - ii. Include three (3) index per document, index data to be entered in should be placed in a separate paper, positioned on the top of each document
 - iii. Sizes of document to be scanned but not limited to the following: A4, Short, Legal or A3
 - iv. Scanned images will be saved using industry standards, such as, TIFF, G4, PDF/A, searchable PDF or a like.
 - v. Minimum Resolution : 600dpi
 - vi. Digital Images can be viewed and printed using standard PC and Printer
 - vii. Uploading of digitised records into a defined storage area
 - viii. Scanning of documents will be done onsite to be determined by the implementing agencies.

3.5.8 Implementing Agencies Responsibilities

It is the responsibility of the Service Provider to provide a working area complete with tables, chairs, lighting and air-conditioning and a master list of all files with details with the complete list of account name, date, and description of the files.

3.5.10 Warranty

Service provider shall provide a warranty of ICT hardware, software and other related digitisation equipment's.

4 4 Approach

The Respondent is required to outline their approach towards undertaking this project.

4.1 Methodology

To be specified by respondent.

4.2 Timeframes

To be specified by respondent. The timeframes to include indication of the following:

- a) Time needed to set up and operationalise a digitisation process such as that required to satisfy the DHA needs, and
- b) Any equipment supply type dependencies that could impact the above.

4.3 Pricing

- a. Indicative/budgetary pricing to be provided with the Respondent endeavouring to align the pricing with the High Level Bill of Quantities (*Table 1*).
- b. Please provide pricing inclusive and exclusive of VAT
- c. Lead time
- d. Any other conditions

5.1 Confidentiality

- a. The information contained in this RFI as well as any responses received shall be treated as Strictly Confidential between the Department and the party submitting the response.
- b. A respondent shall not, without the prior written approval of the Department, disclose any information regarding this RFI or the response, to the media, public body, or to any person who is not subjected to the Respondent's Code of Confidentiality. Failure to comply with this confidentiality requirement may cause the Department to render a response null and void.
- c. Any discussion by the Respondent to any potential sub-contractor shall be made in confidence and shall extend only as far as may be necessary for the purpose of responding to this RFI.
- d. The Provider shall document detailed procedures/techniques in identifying system security risks and breach and how such shall be handled.
- e. All project staff of Service Provider shall be required to sign a non-disclosure agreement.
- f. The DHA Civic Records Division whose records are to be digitised, its components, parts and all product samples and specifications, data, ideas, technology, and technical and non-technical materials, all or any of which may be derived from any of the foregoing (all of which, individually and collectively, referred to as "Proprietary Information") are confidential and proprietary to the DHA Civic Records Division whose records are to be digitised.

- g. The Provider agrees to hold the Propriety Information in strict confidence. Provider furthermore agrees not to reproduce, transcribe, or disclosure the Proprietary Information to third parties without prior written approval of the DHA Civic Records Division whose records are to be digitised
- h. To ensure the confidentiality of all information that will come to the knowledge of the Provider and its employees detailed with the DHA Civic Records Division whose records are to be digitised,
- i. The Provider and its employees assigned therein shall be considered agents of the DHA Civic Records Division whose records are to be digitised.
- j. The contract that will be executed heretofore shall categorically provide that the Provider and its employees, as project personnel of the DHA Civic Records Division whose records are to be digitised, shall uphold strict confidentiality any information regarding the information on all documents.

5.2 Documentation

RFI responses from the service providers. – To be hand delivered at 230 Johannes Ramokhoase Street on 12 August 2022 at 11:00 am, no email or faxes will be allowed.