

PROVISION OF AN ELECTRONIC DOCUMENT MANAGEMENT SOLUTION WITH DIGITIZED WORKFLOWS

1. INTRODUCTION

Eastern Cape Gambling Board (ECGB) “the Board” is a statutory body established by the Eastern Gambling and Betting Act, 1997 (Act No.5 of 1997) (as amended) (the Act). The mandate of the Board is to regulate or control all gambling activities within the Eastern Cape Province. This includes the issuing and revocation of gambling licenses, exclusion of problem gamblers, and protection of the public against unscrupulous gambling practices and control of illegal gambling activities in the Province.

2. PURPOSE

The Board requires the services of a suitable service provider to provide an existing electronic document management solution, with digitised workflows for a period of 36 months with an option to extend for further 24 months. The document management solution should be in use by a government department or a public entity.

3. BACKGROUND

The ECGB is currently utilizing Office 365 E3, with approximately 80 users. The Board has access to SharePoint online but is not fully utilising all of its functions. The solution recommended by the appointed service provider must be able to integrate with SharePoint and online any cost savings should be considered and factored in. The following objectives are to be achieved:

- 3.1 Drive towards a paperless environment
- 3.2 Digitised workflows with electronic approvals
- 3.3 Information security. Information security is a key objective of a records management program.
- 3.4 Preservation of vital records
- 3.5 Controlling overhead costs
- 3.6 Streamlined file retrieval processes
- 3.7 Business process management and mapping through workflows Sharing of files etc

4. DELIVERABLES

The appointed service provider is expected to meet the following deliverables. The phased approach tabled here below should be adhered to by the appointed bidder.

Project Phase	Deliverables
Phase 1	- User Requirements - Business System Analysis - Project schedule - Change Management Plan
Phase 2	- Design and implementation of electronic document management system - Setup business processes and related workflows - User testing - Deployment
Phase 3	Training - ICT Department (Technical Support) - End Users - Implementation of proposed change management plan
Phase 4	Documentation - Customised Technical Manual - Customised User Manual
Phase 5	Maintenance and Support

- 4.1 Perform an assessment/analysis on all ECGB business processes in adherence to system development lifecycle principles. The recommended solution to optimise the business processes has to be in line with the Public Finance Management Act, National Archives Act, POPI etc.
- 4.2 The appointed bidder will have to provide a solution that is a Software as a Service (SAAS). At the end of the contract the data will remain the property of the ECGB and the provider will have to assist with the migration of the data back to ECGB or to a new service provider.
- 4.3 The solution has to Automate complete document and records lifecycle according to ECGB File Plan and be able to integrate 365 Platform Outlook integration to route documents via email. Email Document Links, Email Documents as Attachments and Email from Template
- 4.4 The solution must have a generic memo workflow with some standard memos and with the flexibility for the user to customise memos when required.
- 4.5 The solution should have a Complete information management feature
- 4.6 Document storage. Archive of files in a single vault for easy retrieval, storage, and sharing for future use. Centralizing this process ensures relevant information is immediately accessible when needed.

- 4.7 Document sharing. Regardless of your team member's location, quickly sharing files with them is crucial. Users get to provide links, password-protected files, and web-published documents while getting to monitor who is opened, viewed, and edited the document
- 4.8 The solution should be able to Integrate with current ECGB systems i.e. Navision, Sage VIP (ESS), GRS and Office 365 Active Directory Integration, Microsoft 365 integration, Email integration, Excel Integration, Integration with Signature Pads and biometric devices, Electronic signatures and Integration with handheld devices, Web content integration.
- 4.9 Security and access control. Restrict Unauthorized Access. File Encryption, Index Value Security, Individual Based Security, Role Based Security, Security per Document (Classification).
- 4.10 Version control. Stay in control of document's versions without having to maintain multiple copies of a single document. It lets the user see all the versions made and alerts every member of the most up-to-date version.
- 4.11 Document searching. Capability to conduct Advanced Searches, Content Search Duplicate Search, Keywords, Recent Document Folder, Saved Searches, Search using Views, Search through Folders, Search by Date Range, Quick Search ,Search by ranking Columns.
- 4.12 Indexing and classification. Index files systematically for a quick, easy retrieval later given its file key.
- 4.13 The solution should have a Content audit and review feature
- 4.14 The solution should have Accessible reporting and search-ability feature
- 4.15 The solution should have Real-time email notifications throughout document creation process feature
- 4.16 The solution must include full digital signing and electronic signing functionality.
- 4.17 The appointed service provider should create a Web portal for external parties (Auditor General, Internal Audit, DEDEAT) to access/request information with internal approval to requests.
- 4.18 The service provider is expected to transfer knowledge and skills by working directly with ECGB project team
- 4.19 The service provider is expected to provide change management and end-user training
- 4.20 The solution should have a Mobile App with full functionality. The mobile app should be accessible on iOS and Android devices
- 4.21 The appointed service provider must develop a plan to migrate ECGB data/records from File Server Share
- 4.22 The appointed service provider must develop a project plan for ingestion of current hardcopy files which will address the following:
- Scanning of physical documents
 - Configuration of labelling and barcoding of scanned records
 - Integrate Records Management into business processes with the recommended solution
- 4.23 The service provider must submit a detailed a six (6) months implementation plan from appointment date.
- 4.24 The solution should assist with achieving the following:
- Time and cost efficiency. In business, saving time means saving money. Achieve this by boosting employee productivity with the help of an effective system that cuts down time in delivering file-related tasks.

- Central file repository. Look for a system that provides a central archive for all your files so you can quickly and easily access, view, change, and share your documents with your colleagues and clients.
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- Accessibility. When collaborating projects with your team members, being able to access your files anywhere and anytime is vital. Check if the system is compatible with any device, including tablets and smartphones, so you and your team can open the document remotely or on the go.
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- Secure content. Ensure only authorized users are allowed to open, view, and make changes to a file with RBAC (role-based access control). This prevents potential risks of letting sensitive and vital information fall into the wrong hands.
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- Systematic organization. One of the vital factors you must look for in a system is the efficiency of its system to let you smoothly organize, locate, and retrieve documents for future use. They may be filed using tags, categories, subcategories, and metadata.

4.25 Example workflows of the Board are included as Annexure B attached, however as per 4.1 the detailed requirement process should reflect digitisation/document management support for all processes via stand-alone workflows or integration with existing systems.

5 BID EVALUATION PROCEDURES

The following are key criteria that will be used in appointing the successful service provider:

- a. **THRESHOLD:** Bids will be **evaluated on 80/20** principle as prescribed in the Preferential Procurement Regulations of 2017.
- b. Bids will be considered and evaluated in a two staged approach.
- c. During the first stage, bidders will only be evaluated on functionality, and only qualifying service providers who meet the minimum requirements for functionality will be allowed to proceed to the second stage where scoring will be done on 80 points for price and 20 points for B-BBEE Status Level of Contribution.
- d. Bidders are required to submit their bids in two envelopes with the first envelope outlining the functionality. The first envelope must be clearly marked Stage 1; Functionality.
- e. Furthermore, bidders are required to include their pricing in a second sealed envelope marked Stage 2; Price, which must also include their B-BBEE status level of contribution.
- f. Only bidders who meet the minimum of **75 points** on functionality during the evaluation of Stage 1 will proceed for scoring in Stage 2.

STAGE 1: FUNCTIONALITY

FUNCTIONALITY EVALUATION

Evaluation Areas	Evaluation Criteria	Total Max Points	Item Max Points	Evaluation Description
Local of Office	Local Operational Office	15	15	Proof of a local office in Eastern Cape Province provided
			10	Proof of local an office in RSA provided
			0	No local office in RSA that is operation
	Special Requirements (Document and Records Management Specialist)	10	10	Provided
			0	Not provided
	Monthly Report	5	5	Sample report provided
			0	No sample report provided
	Project Management	10	5	Sample project plan provided
			10	Detailed project plan provided
Service Providers Expertise	Skills Competency	30	30	Company managed three or more similar contracts (at least Electronic Document Management System or Electronic Records Management) in the past five (5) years. Three reference letters provided.
			20	Company managed two similar contracts (at least Electronic Document. Two reference letters provided.
Project Management	Project Manager	15	15	3 Document Management Projects
			10	2 Document Management Projects

			5	1 Document Management Project
Technical Lead	Technical Lead	15	15	3 Document Management Projects
			10	2 Document Management Projects
			5	1 Document Management Project
TOTAL POINTS				100

STAGE 2: PRICE EVALUATION

PREFERENTIAL PROCUREMENT REGULATIONS OF 2017 WILL APPLY:

Price and B-BBEE Status points will be calculated as described in the Preferential Procurement Regulation 2017. SBD 6.1 Form must be used to claim B-BBEE Status level of the company.

NB: *Originally Certified copy or original B-BBEE Status Level Verification Certificate/ Sworn Affidavit must be submitted to substantiate B-BBEE Status Claimed. When such certificate is not provided as proof the company will automatically score zero.*

Table 2: Points available per criteria in Stage 2

CRITERIA		POINTS
BID PRICE: As per Annexure A guide		80
B-BBEE CONTRIBUTION LEVEL		20
1	20	
2	18	
3	14	
4	12	
5	8	
6	6	
7	4	
8	2	
Non-compliant contributor		0
TOTAL		100

6 CONTRACT DURATION

A contract will be entered into with the Successful bidder and shall endure for a period of 36 months with the Board reserving an option of renewing for further 24 months. Furthermore, the Parties shall negotiate and enter into a Service Level Agreement (SLA) to govern the Scope of Work and the future working relationship (including roles and responsibilities) between the Successful bidder and the Board.

7. IMPORTANT SUBMISSION GUIDELINES

All proposals will be adjudicated in terms of the Supply Chain Management Policy of the ECGB and in accordance with the Public Finance Management Act. In addition to those (the conditions) stipulated in any other section of the request for proposals, the service providers should be especially aware of the following terms and conditions:

- 7.1 The Eastern Cape Gambling Board reserves the right not to make any appointment from the submitted proposals.
- 7.2 The Eastern Cape Gambling Board does not bind itself to accept the proposal with the lowest price.
- 7.3 The Eastern Cape Gambling Board reserves the right to cancel this request for proposal (RFP) and pursue an alternative course of action at any time without incurring any liability towards any service provider.
- 7.4 The Bidders are advised that the submission of proposals gives rise to no contractual obligations on the part of ECGB.
- 7.5 Proposals submitted by electronic transmission or faxed will not be accepted.
- 7.6 All proposals submitted shall become the property of ECGB and shall not be returned.
- 7.7 CSD reports will be used to verify all company/organization's details and tax status pincodes must be provided.
- 7.8 Bidders are required to complete, sign and submit all SBD forms/bid documents. **If the bidder does not meet this requirement, it will be automatically disqualified**
- 7.9 Prospective bidders are required to attend a compulsory briefing on the _____ from 10h00 am at the offices of the Eastern Cape Gambling Board, Quenera Park, Beacon Bay, East London.
- 7.10 Attendants/ prospective bidders have to sign the attendance register which shall be made available to all.
- 7.11 Proposals received after the specified time and date i.e. _____ at 11h00 am will NOT be considered and accepted.
- 7.12 No services shall be rendered, or goods delivered before an official letter of award has been issued.
- 7.13 The ECGB may request written clarification or further information regarding any aspect of proposals submitted. Service providers must supply such requested information in writing within the stipulated timeframe after the request has been made, or their proposal may be disqualified.
- 7.14 Service providers shall not qualify their proposals with their own conditions.
- 7.15 The name(s) and contact details of the person or persons(s) in your organisation responsible for this proposal must be included in the bid document submitted.
- 7.16 A service level agreement shall be signed with the successful service provider.
- 7.17 The ECGB will not be held responsible for any cost incurred by the service provider in the preparation and submission of this proposal.
- 7.18 The ECGB reserves the right to terminate the contract if not satisfied with the work or the deliverables as stated above are not going to be met. Only bidders that meet the requirements of the request for proposal specification shall be considered during the adjudication process.
- 7.19 Bidders that bid as joint venture must have a signed business agreement by both parties. If the service provider does not meet this requirement it will be automatically disqualified.

8. PRICING

Price must be in South African currency and must be inclusive of VAT.

9. WHERE TO SEND THE PROPOSAL

Please send your original proposal and a copy saved on USB/flash disk to:

“DOCUMENT MANAGEMENT SERVICES” (To be marked clearly on envelope)
Eastern Cape Gambling Board
Quenera Park, Quenera Drive
Beacon Bay
East London
5206

10. Contact Details

Enquiries concerning SCM and
completion of SBD forms:
Name: Ms. Thandi Malotana
Tel no.: 043 - 702 8307

Enquiries concerning Terms of reference:
Name: Mrs Nontembeko Maphisa-Booka
Tel no.: 043 - 702 8357

Bid Specification

✓
Recommended / ~~Not Recommended~~



L. TSHOKO
CHAIRPERSON: BID SPECIFICATION COMMITTEE
DATE: 19 / 08 /2021

Bid Specification

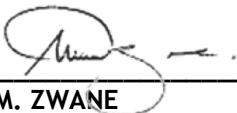
✓
Supported / Not Supported



R.P. HILL
CHIEF FINANCIAL OFFICER
DATE: 19 / 08 /2021

Bid Specification

Approved / ~~Not Approved~~



R.M. ZWANE
CHIEF EXECUTIVE OFFICER
DATE: 24 / 08 /2021

Supporting Documentation To Be Submitted checklist

ITEM	TICK
Organogram illustrating Project Manager / Lead and team lead	
Monthly Report Sample	
Project Manager CV with 3 projects	
Team Lead CV with 3 projects	
Three verifiable reference letters from three separate companies, verifying Electronic Document and Records Management work done for respective companies. Reference letters to include: company name, contact person, contact person cell and alternate contact numbers if applicable.	
Proof of office address (e.g. title deed, lease agreement or municipal account)	
Project Plan	
Document and Records Management Specialist	

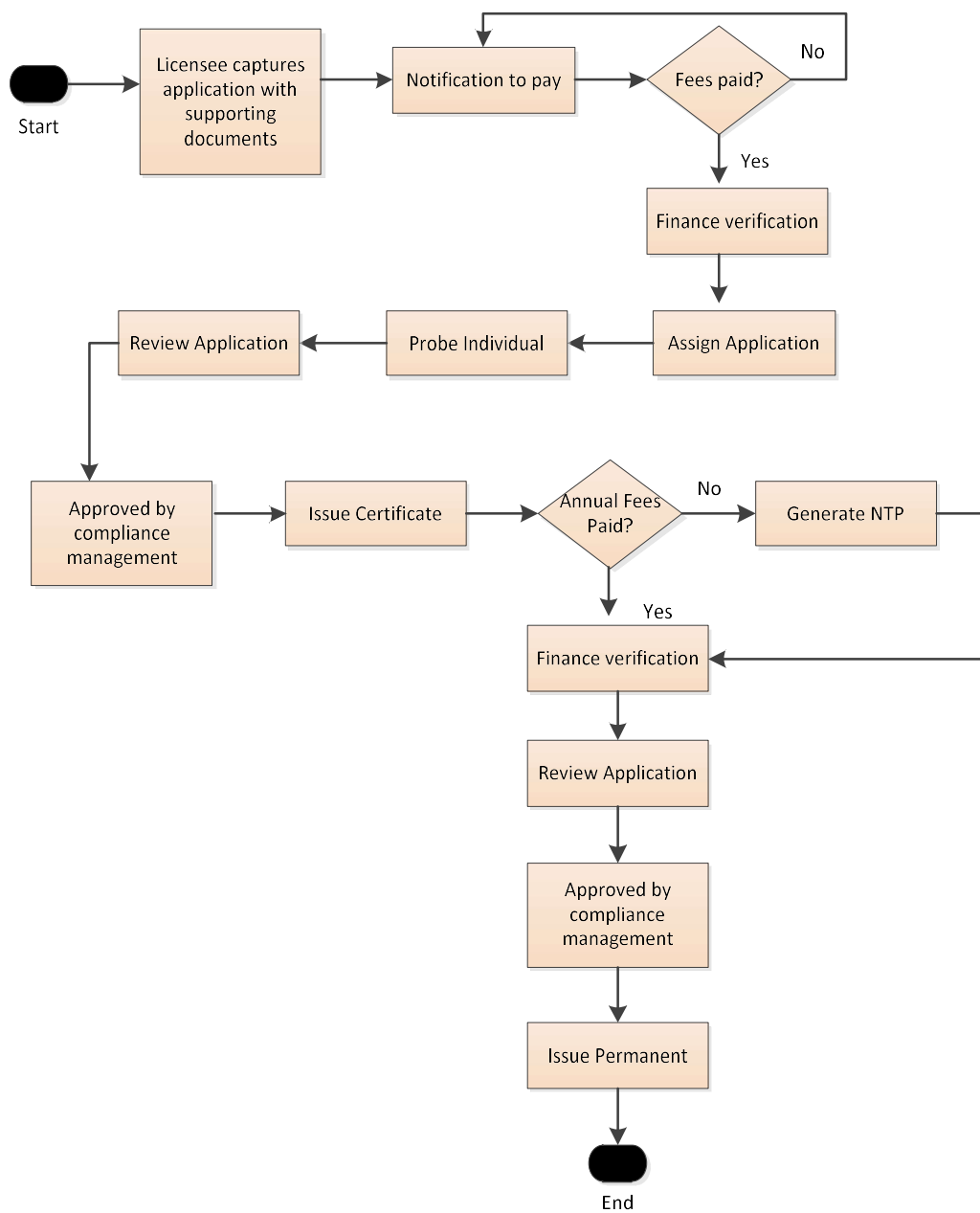
1.1 CURRENT STATE ARCHITECTURE VIEWS

1.1.1 CURRENT STATE BUSINESS ARCHITECTURE

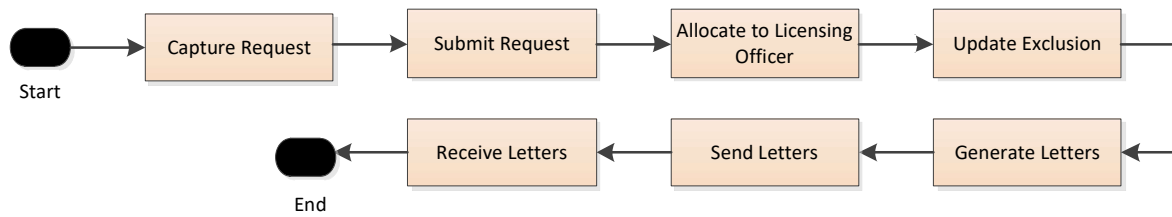
Each business units' processes were documented and are followed below:

1.1.1.1 INVESTIGATION AND LICENSING

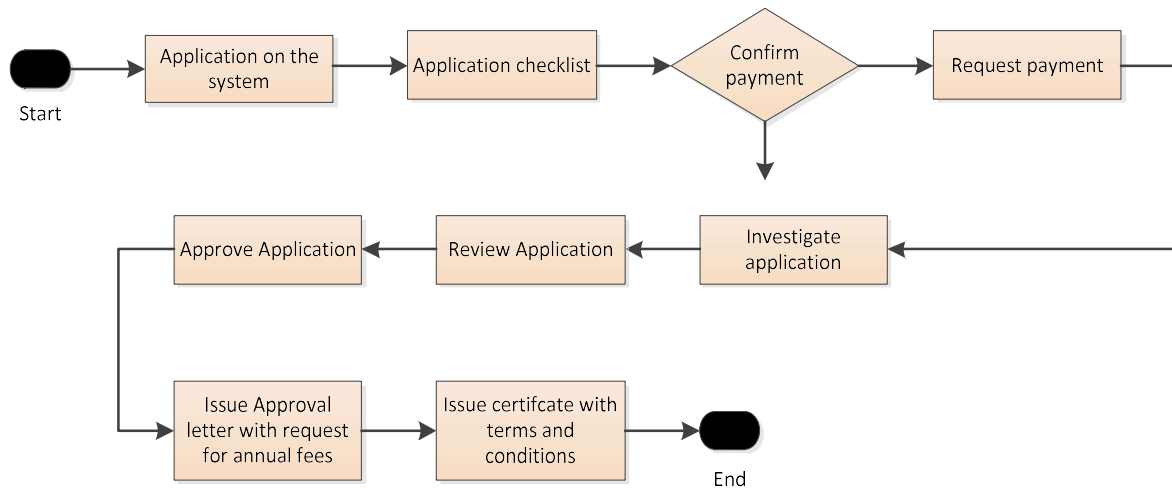
1.1.1.1.1 EMPLOYEE REGISTRATION (GRS)



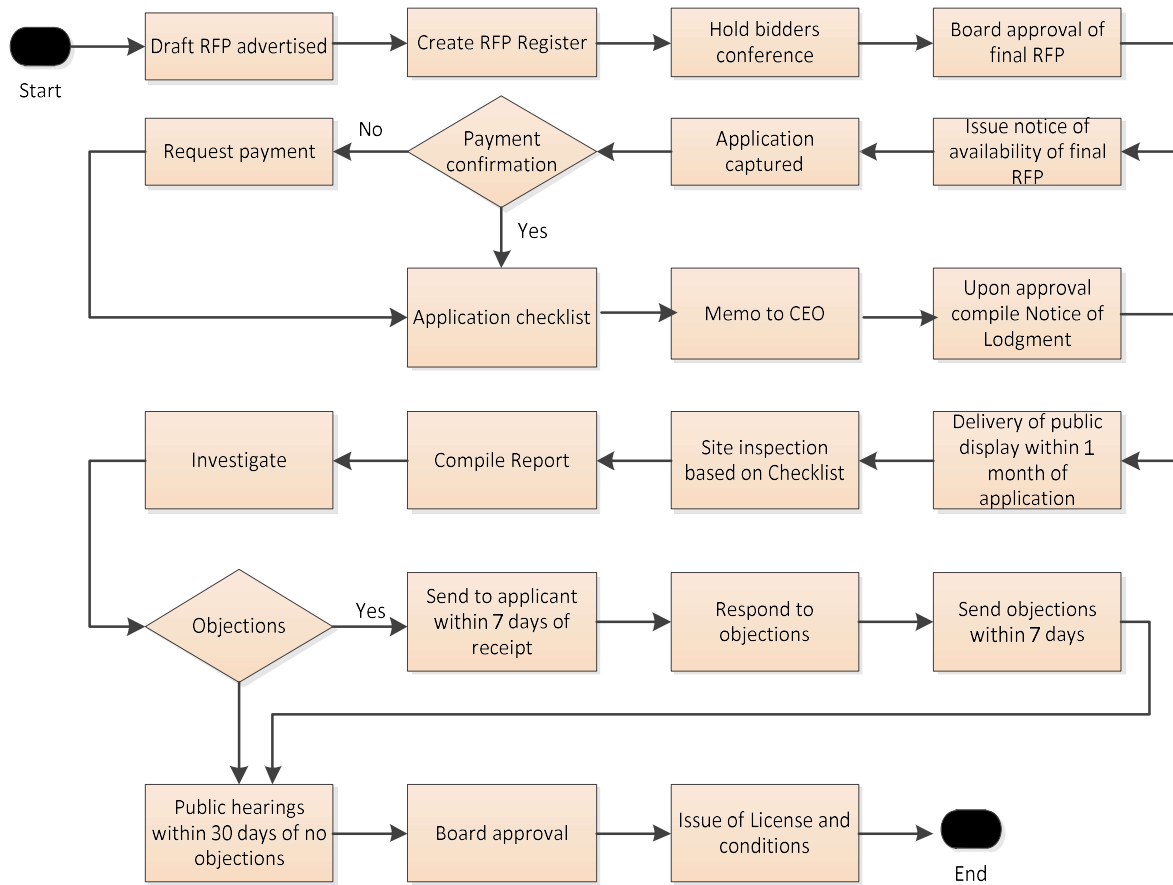
1.1.1.1.2 EXCLUSIONS(GRS)



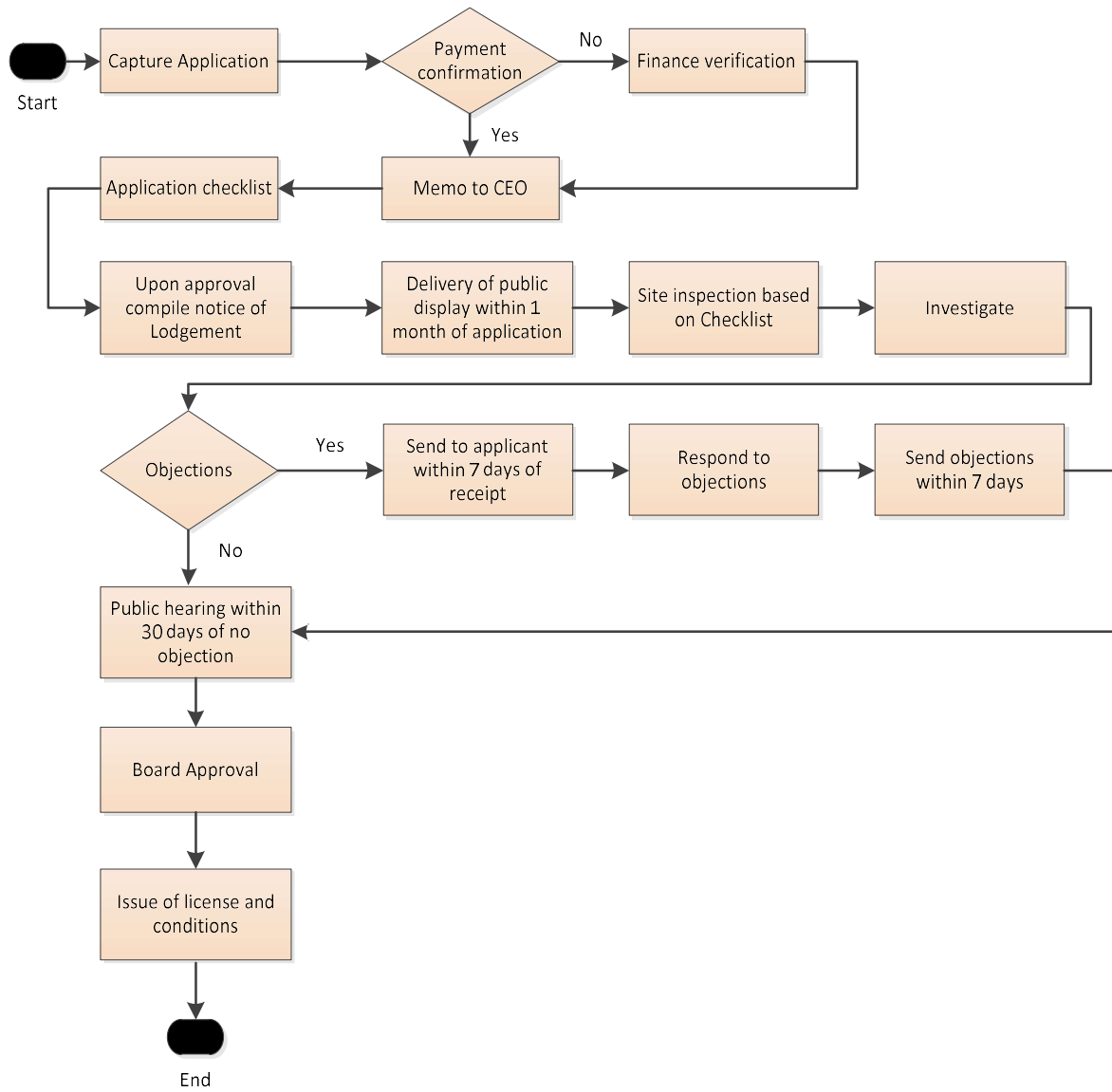
1.1.1.1.3 CERTIFICATE OF SUITABILITY(GRS)



1.1.1.1.4 CASINO LICENSING (GRS)

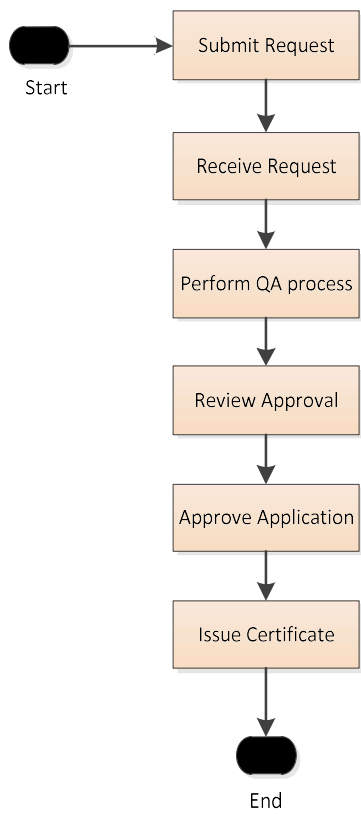


1.1.1.1.5 OTHER APPLICATIONS (GR5)

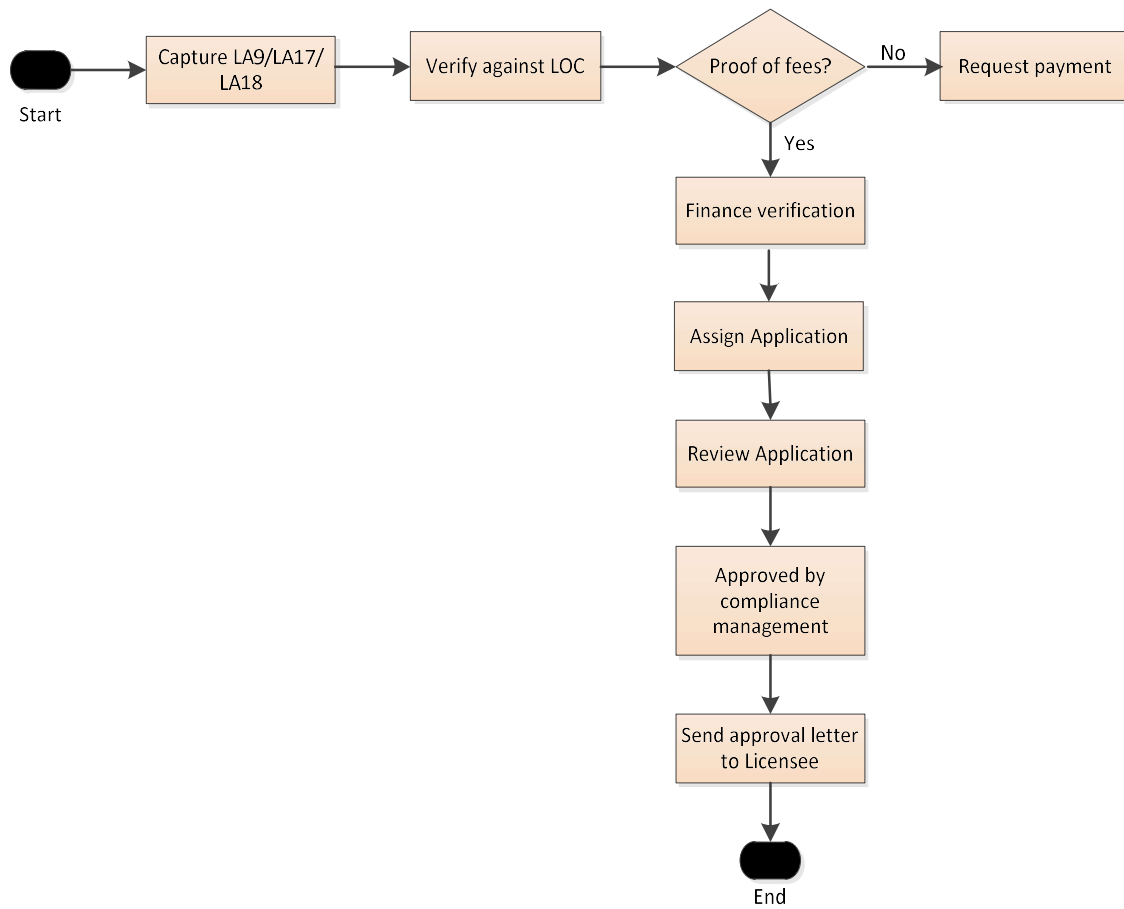


1.1.1.2 LAW ENFORCEMENT (GRS)

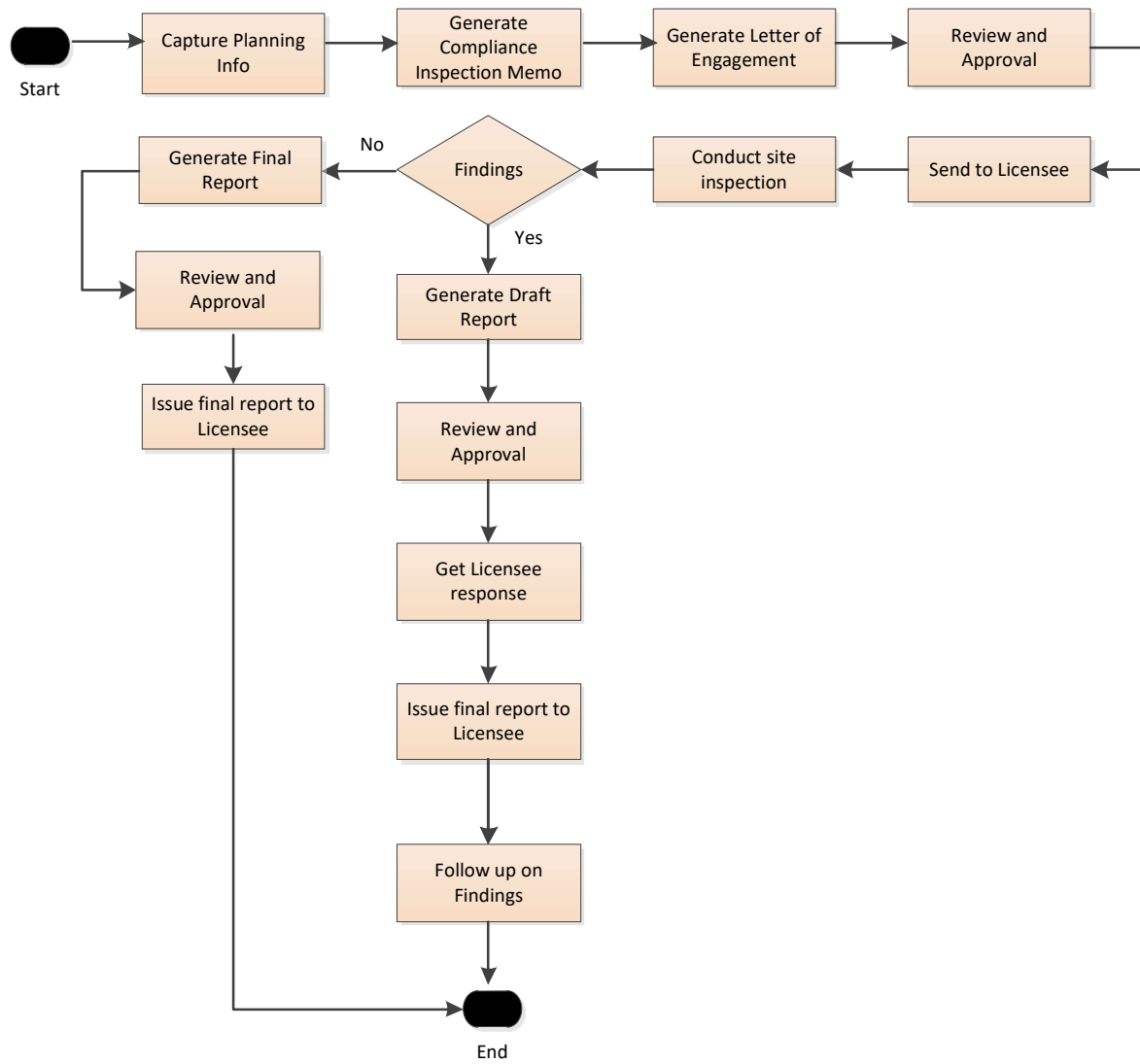
1.1.1.2.1 REGISTRATION LETTER OF CERTIFICATION



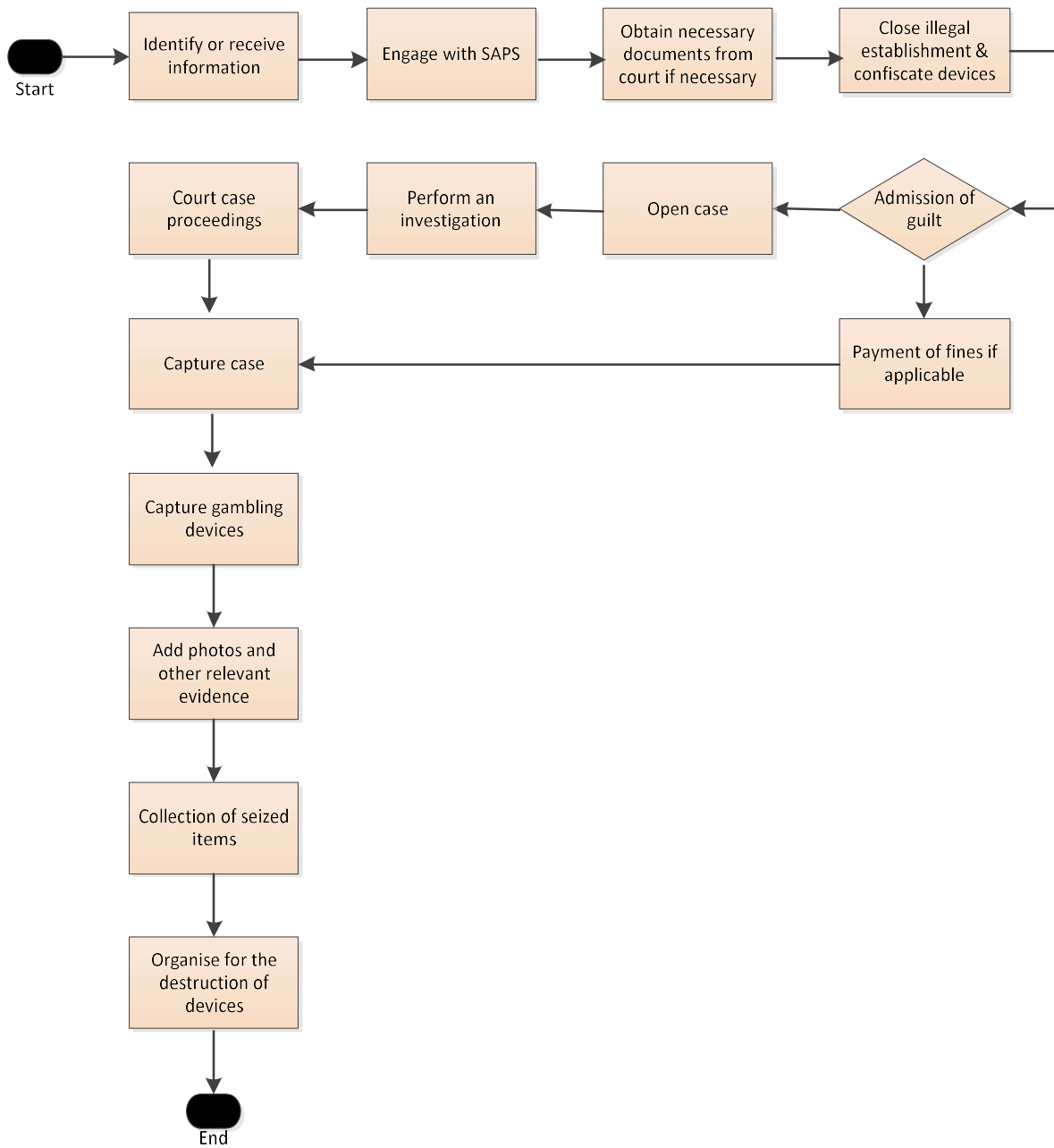
1.1.1.2.2 MACHINE DEVICES(GRS)



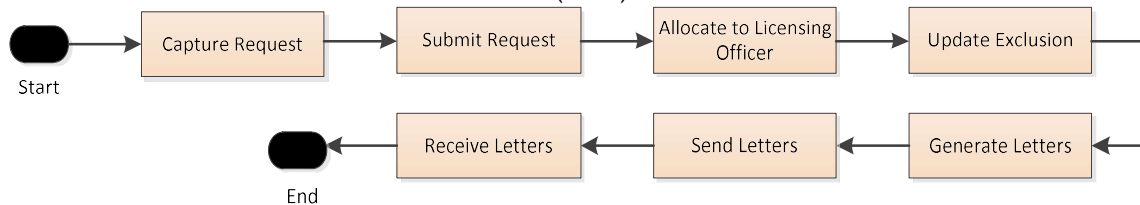
1.1.1.2.3 COMPLIANCE INSPECTIONS (GRS)



1.1.1.2.4 ILLEGALS(GRS)

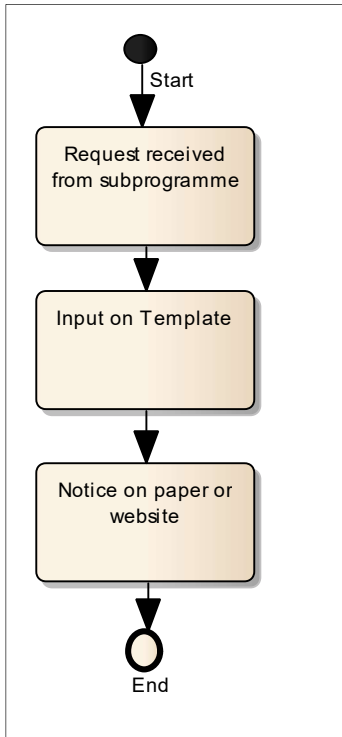


1.1.1.2.5 THIRD PARTY EXCLUSIONS (GRS)

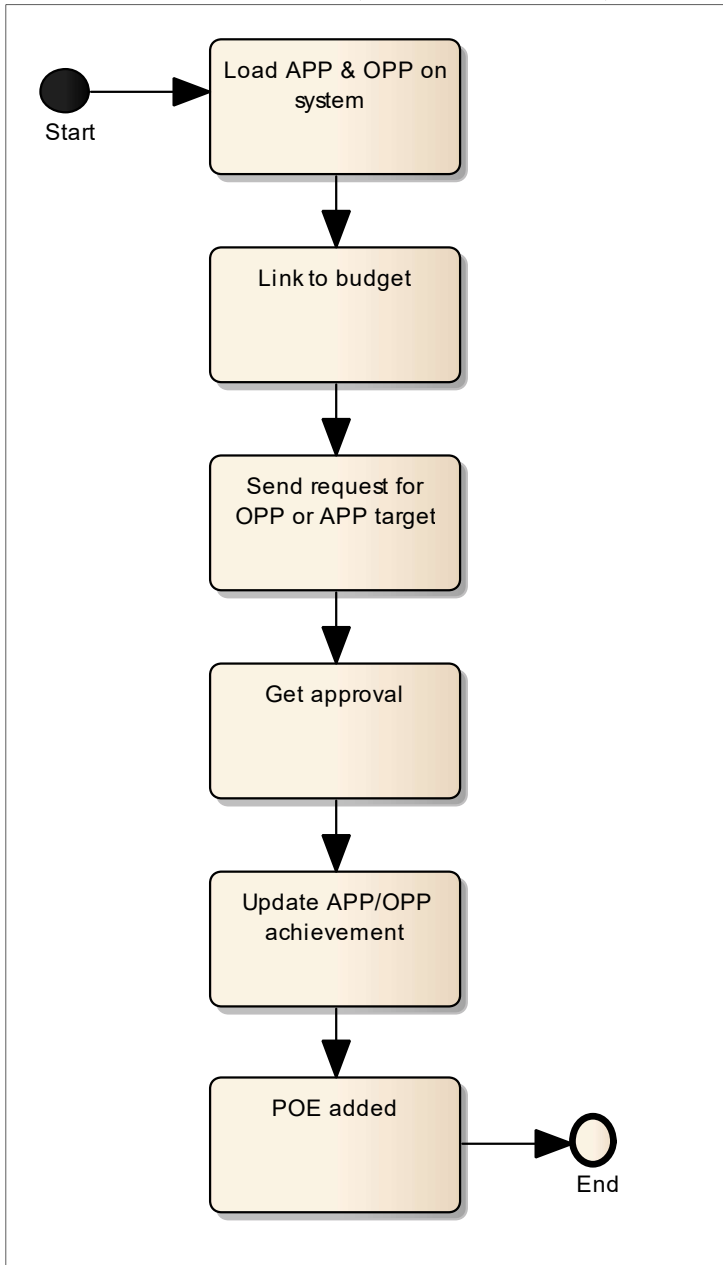


1.1.1.3 STRATEGIC SERVICES (MANUAL PROCESS)

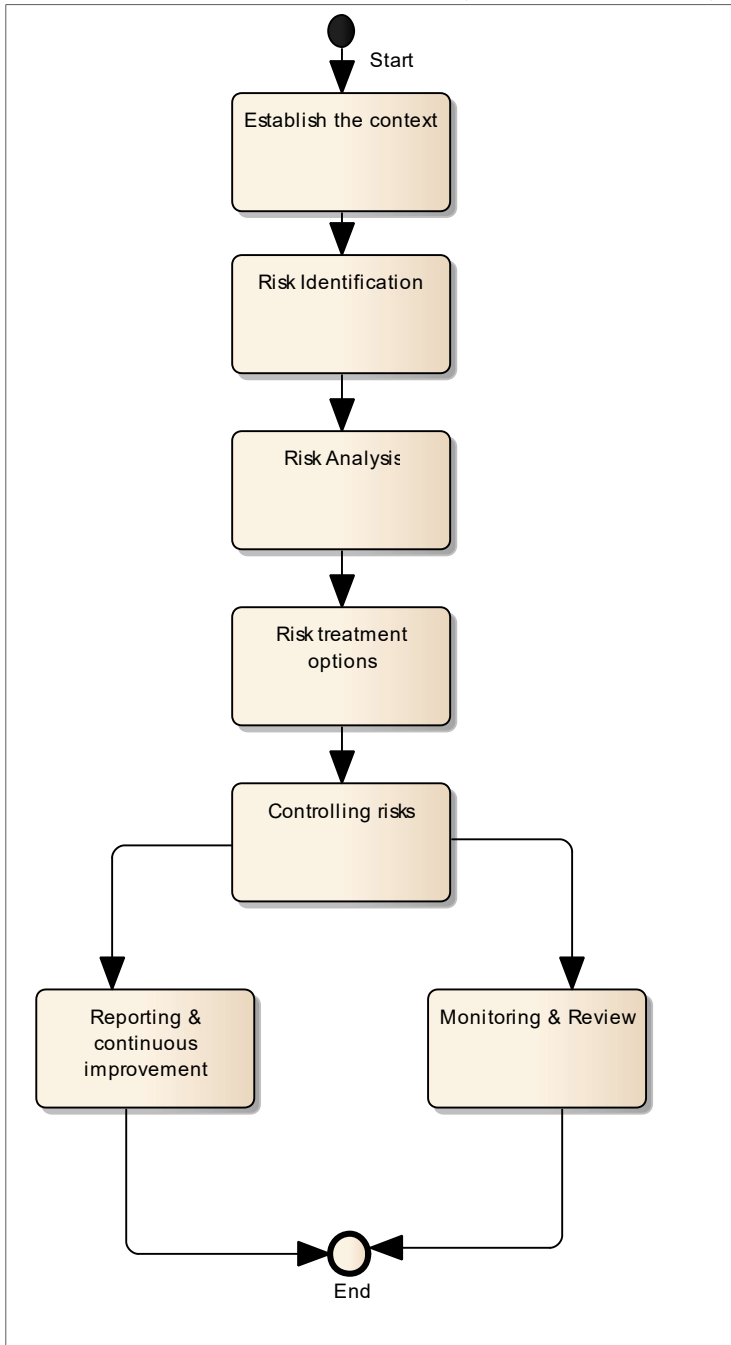
1.1.1.3.1 MARKETING



1.1.1.3.2 STRATEGIC (MANUAL PROCESS)

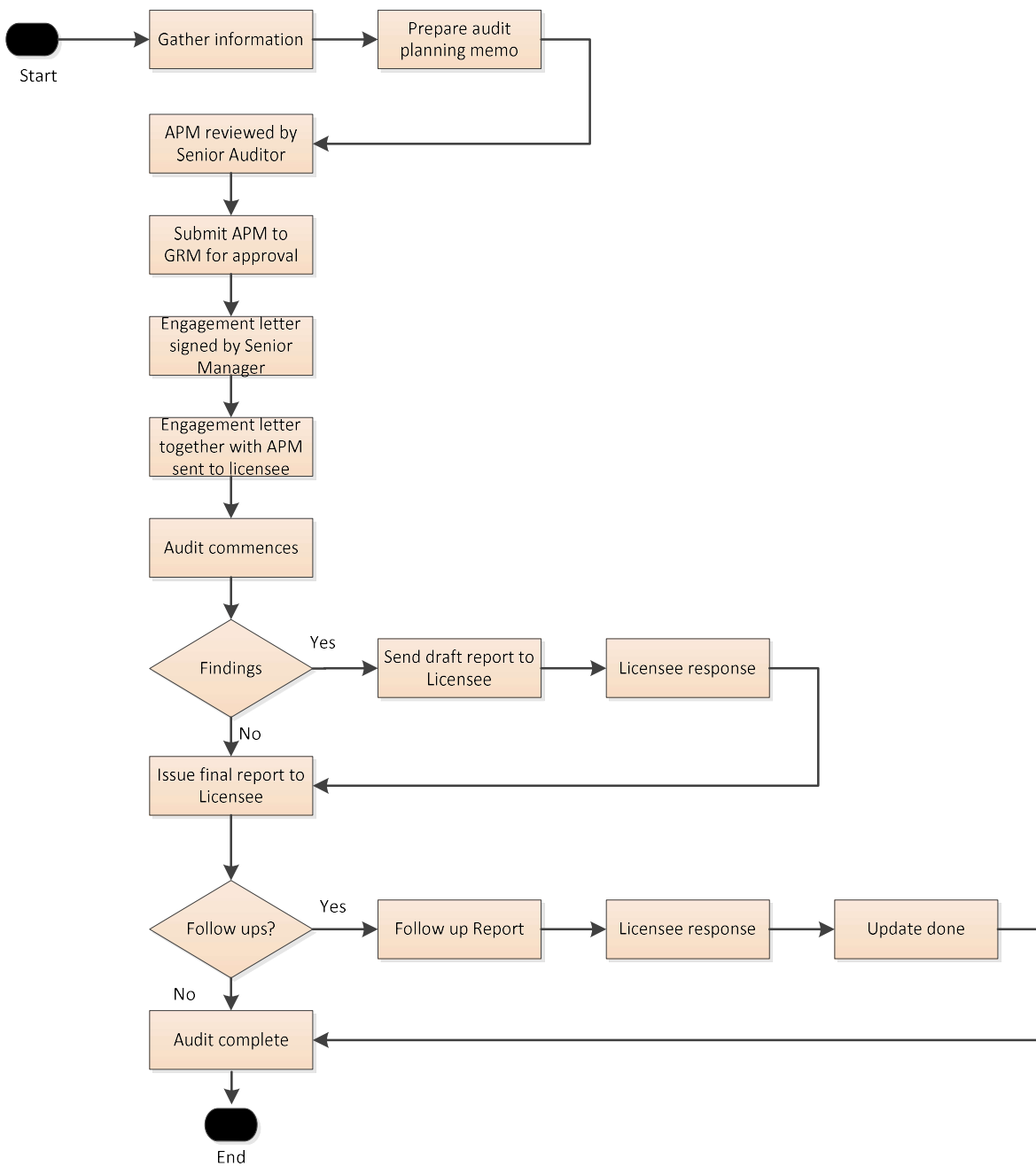


1.1.1.3.3 RISK MANAGEMENT (MANUAL PROCESS)

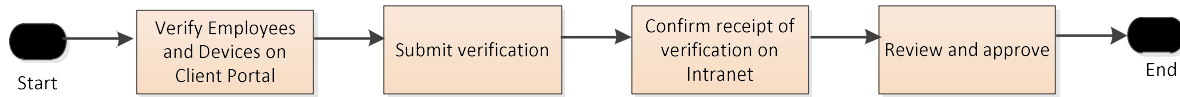


1.1.1.4 AUDITING (GRS)

1.1.1.4.1 REVENUE AND COMPLIANCE AUDIT PROCESS

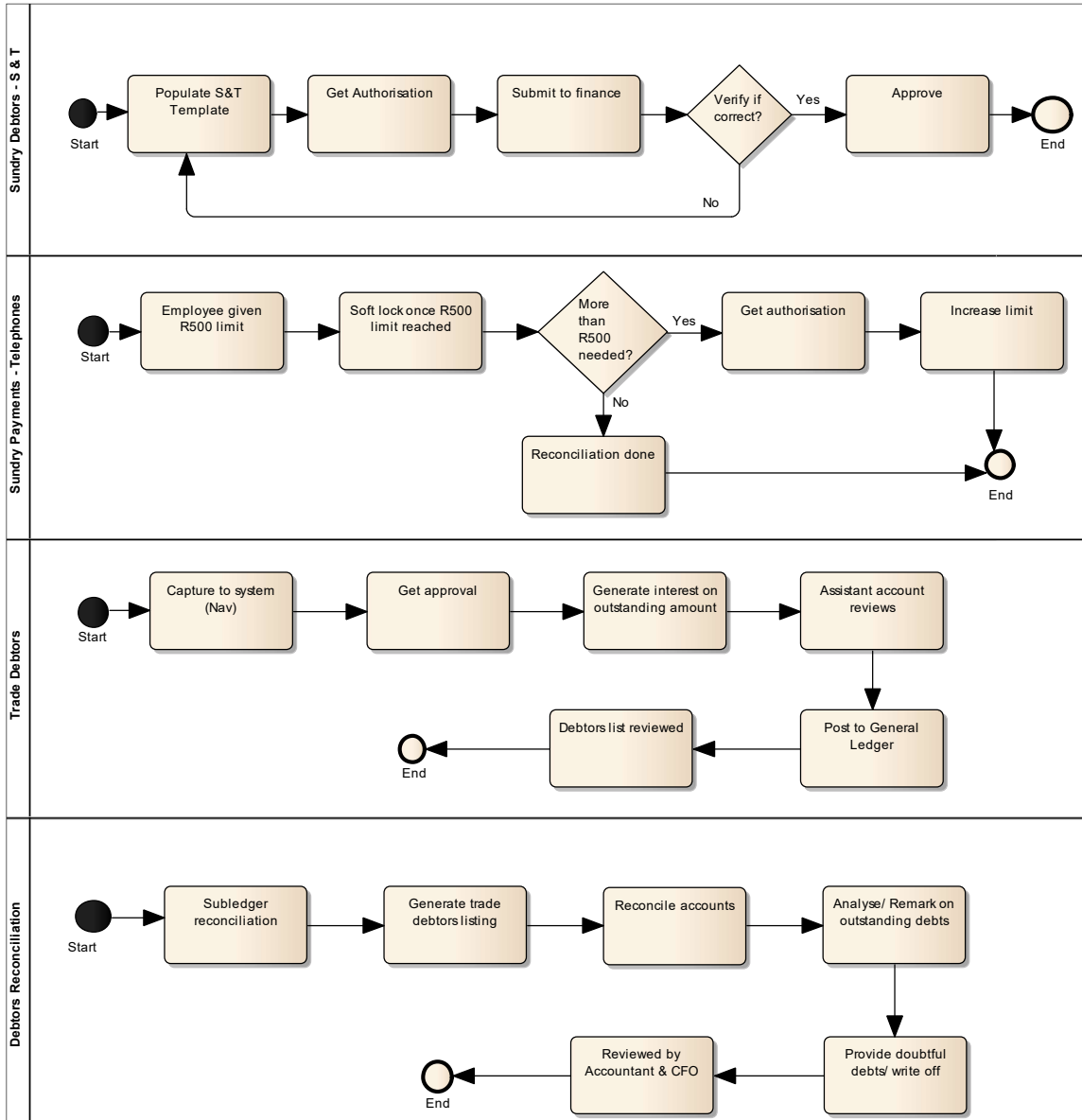


1.1.1.4.2 EMPLOYEE AND DEVICE RECON (GRS)

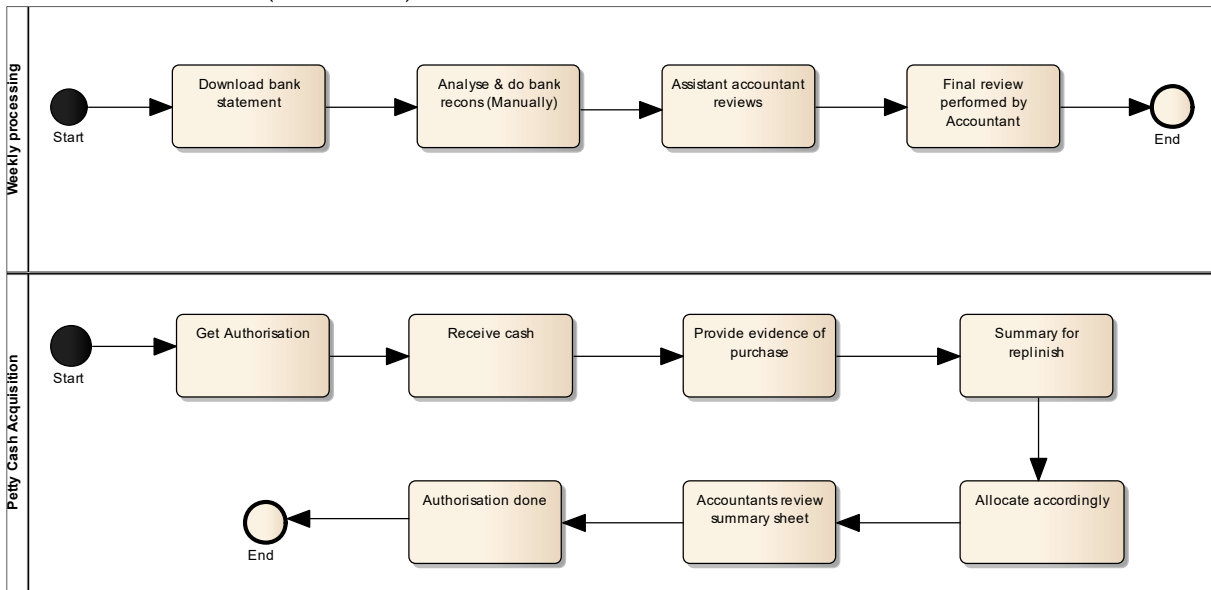


1.1.1.5 FINANCE

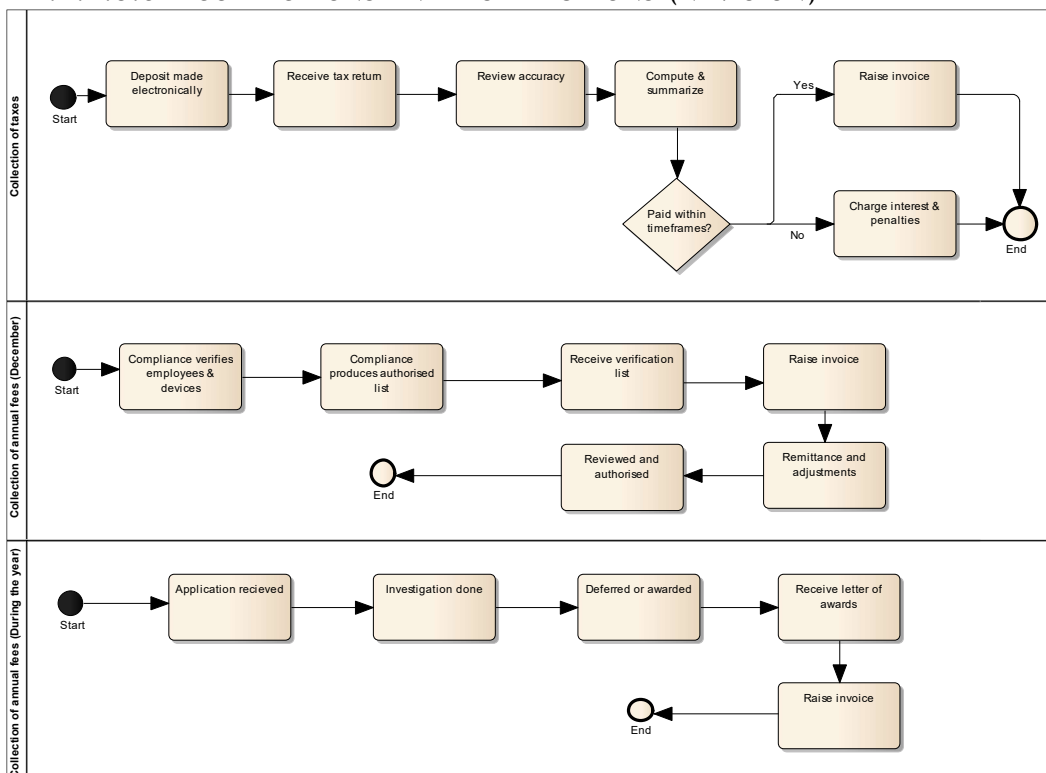
1.1.1.5.1 ACCOUNTS RECEIVABLE (NAVISION)



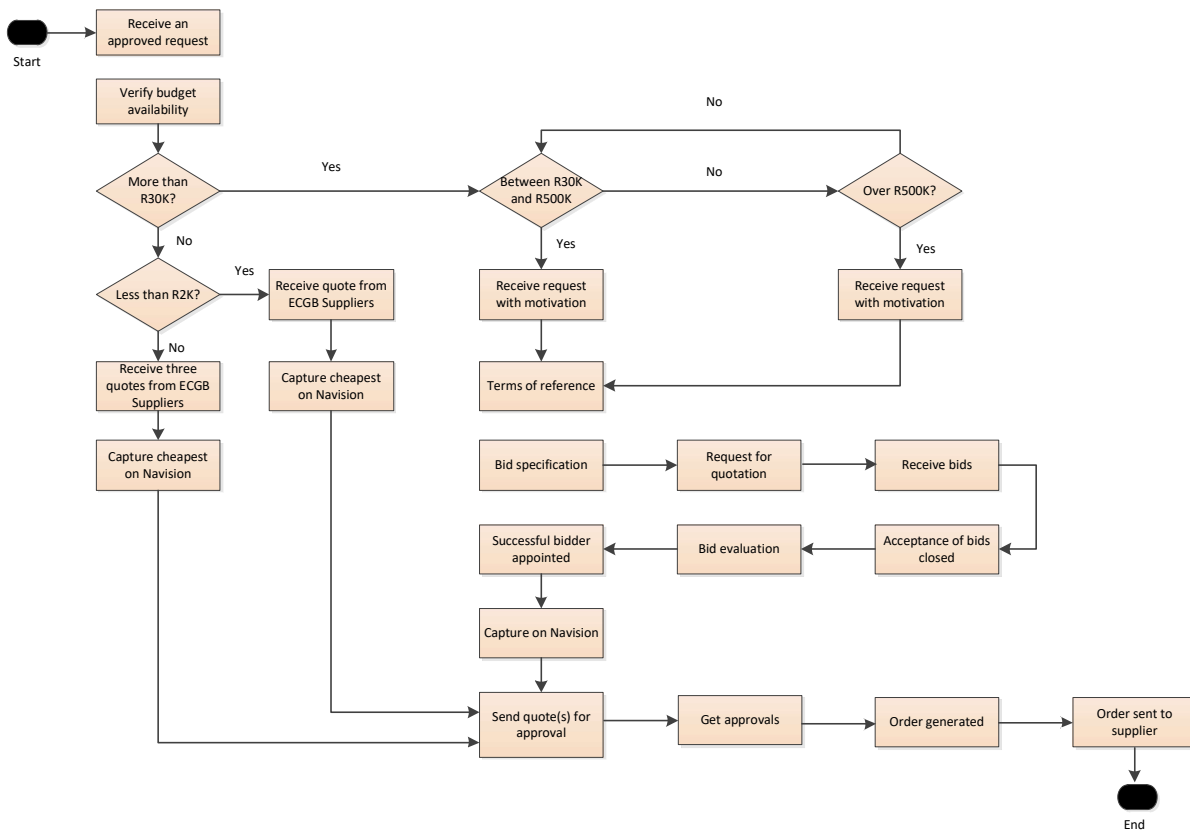
1.1.1.5.2 CASH(NAVISION)



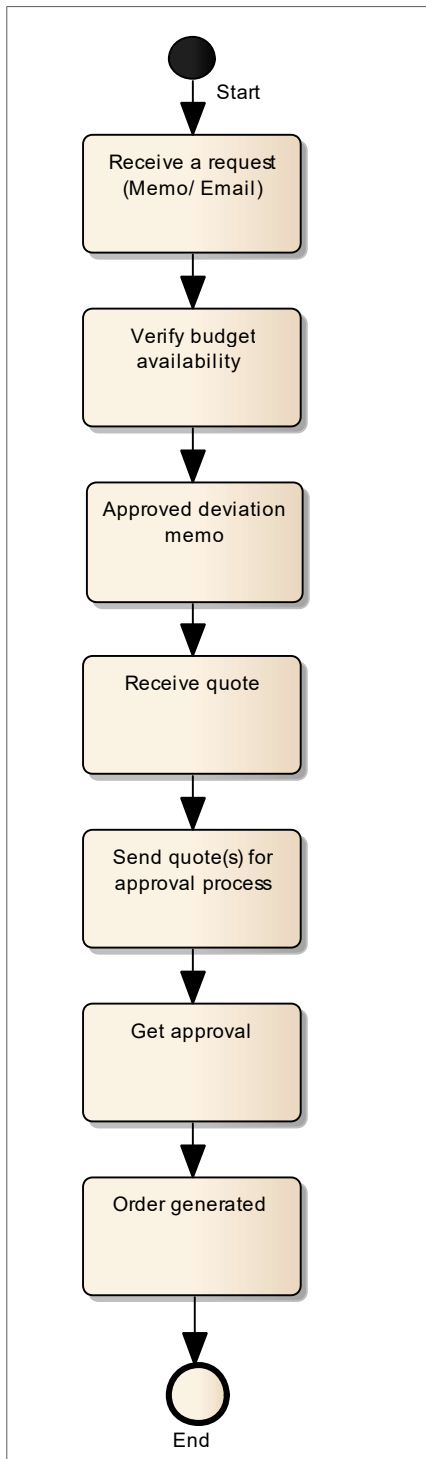
1.1.1.5.3 COLLECTIONS AND DISTRIBUTIONS (NAVISION)



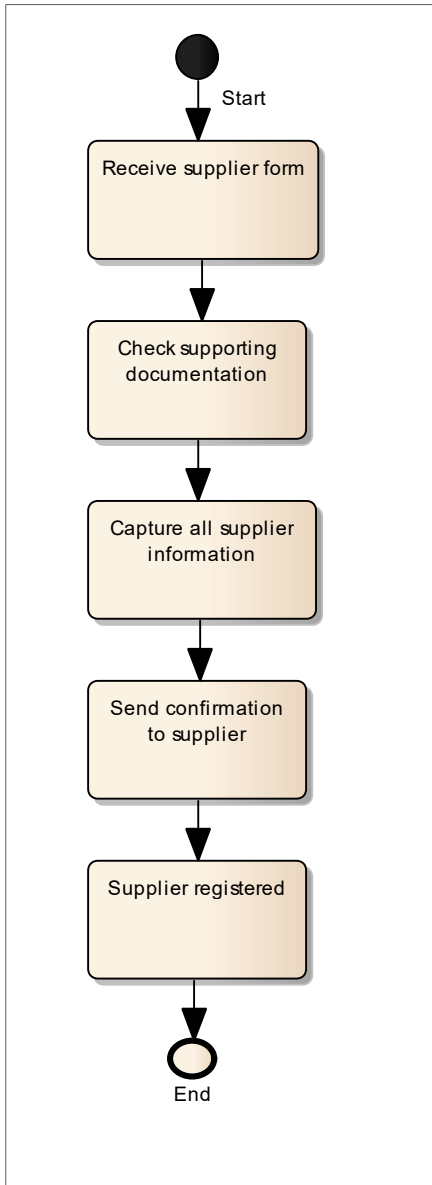
1.1.1.5.4 PROCUREMENT - GOODS & SERVICES (NAVISION)



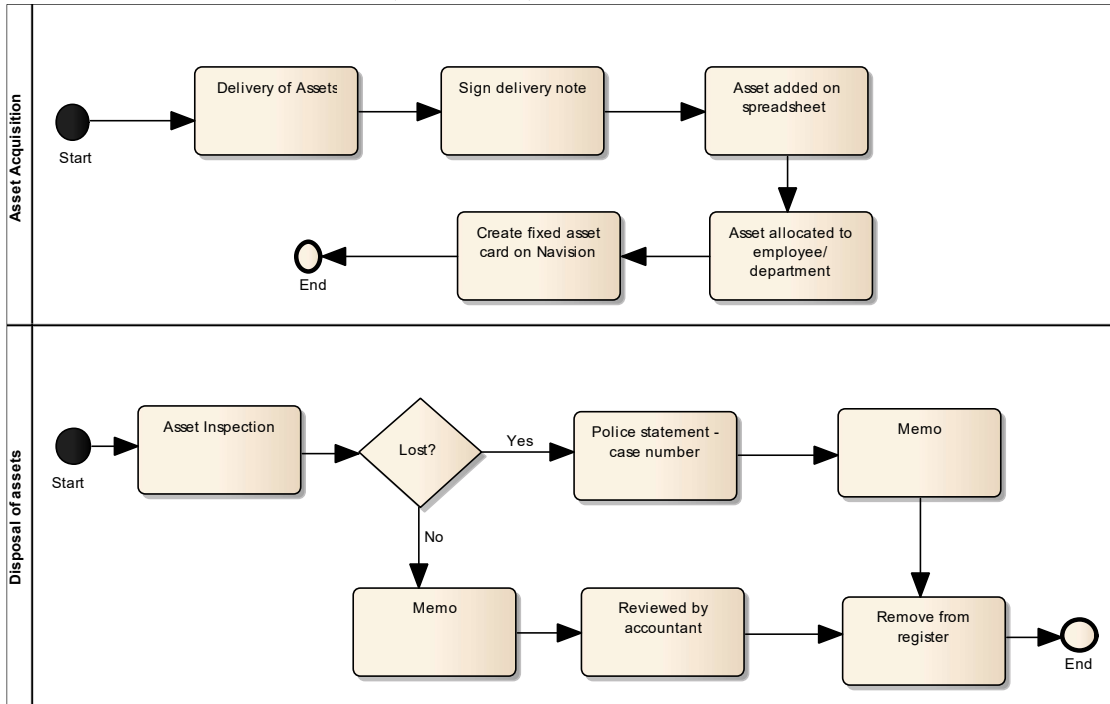
1.1.1.5.5 PROCUREMENT - DEVIATIONS (NAVISION)



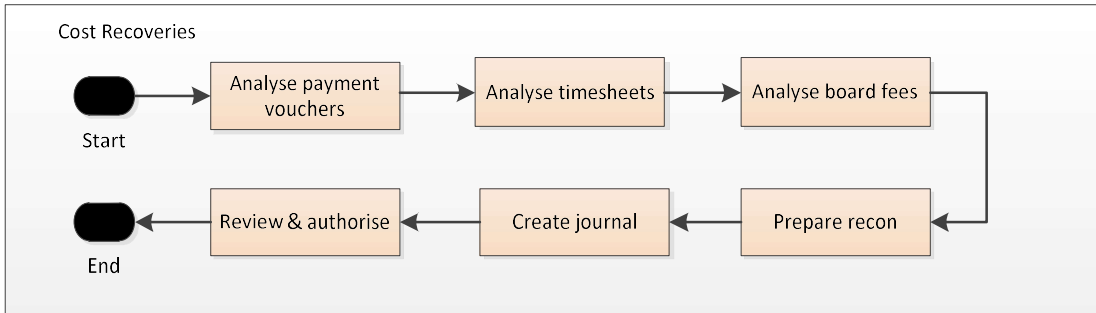
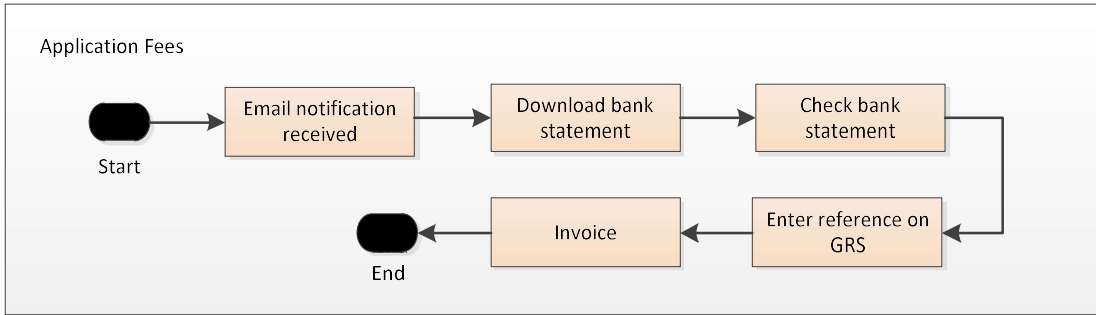
1.1.1.5.6 SUPPLIER REGISTRATION (NAVISION)



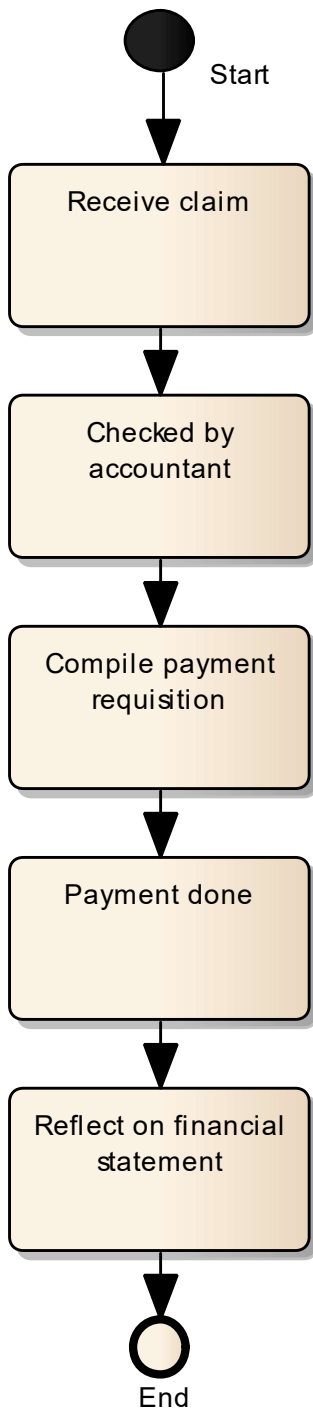
1.1.1.5.7 FIXED ASSETS (NAVISON)



1.1.1.5.8 REVENUE (NAVISION)

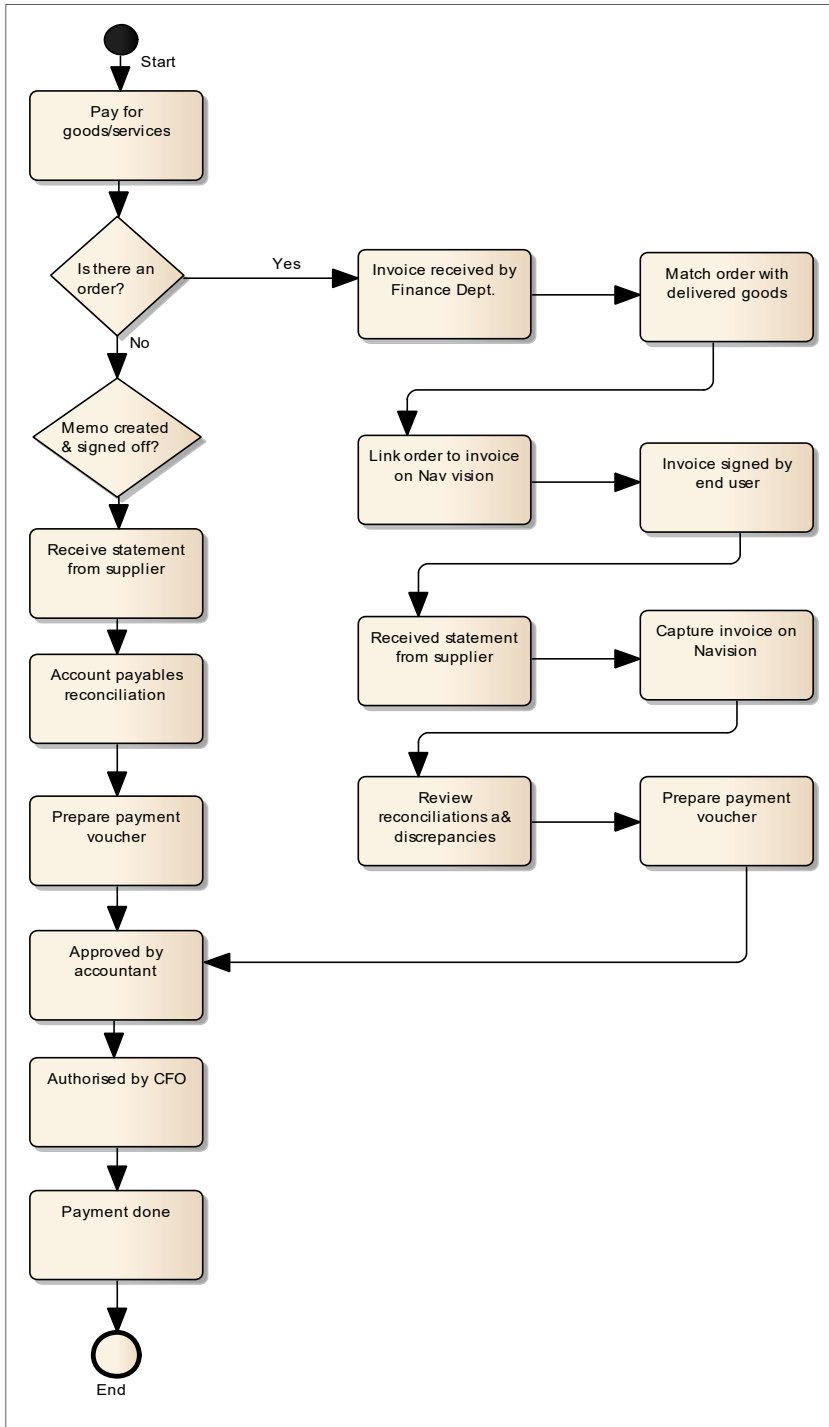


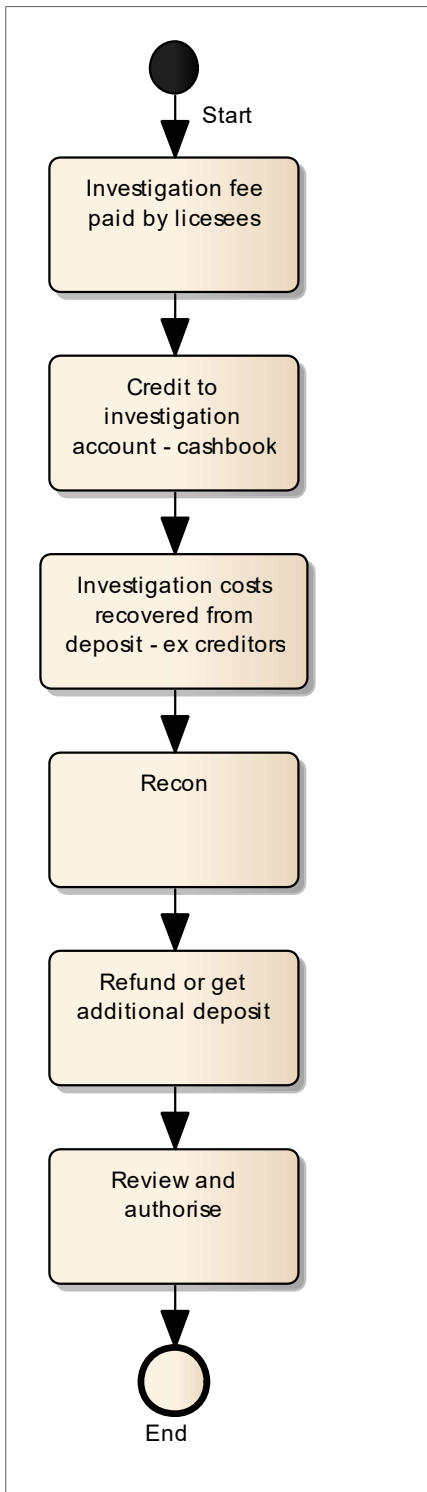
1.1.1.5.9 S & T (NAVISION)

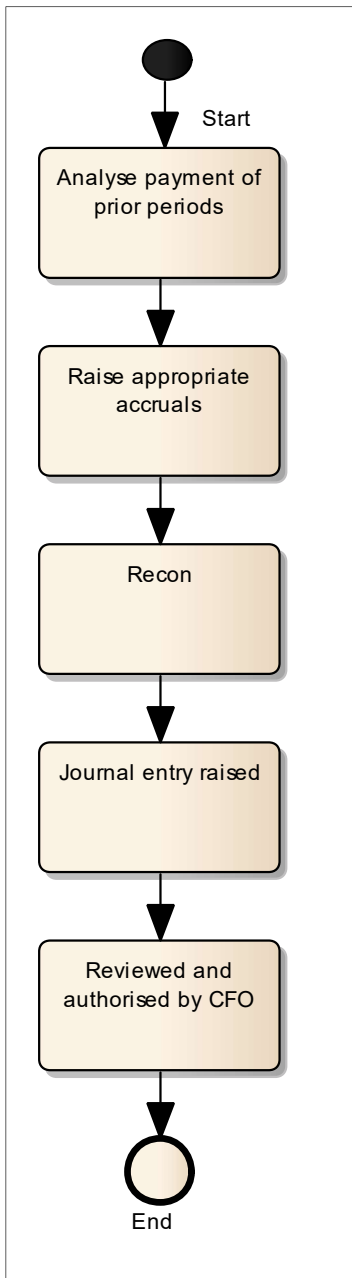


1.1.1.5.10 PAYABLE (NAVISON)

1.1.1.5.10.1 PAYMENT OF GOODS/SERVICES



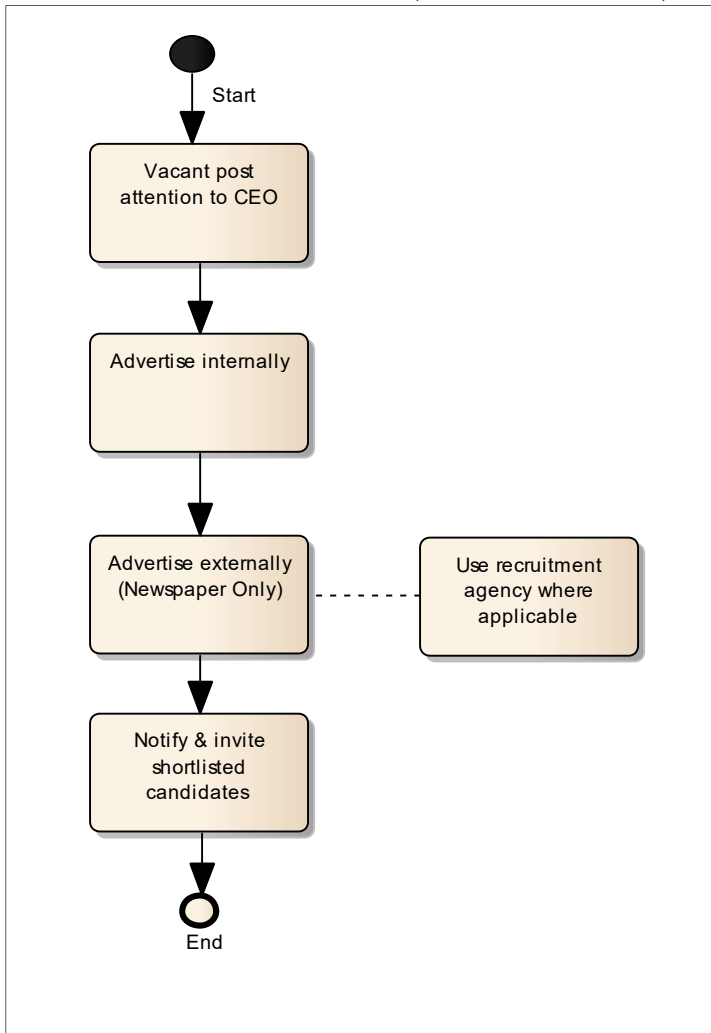




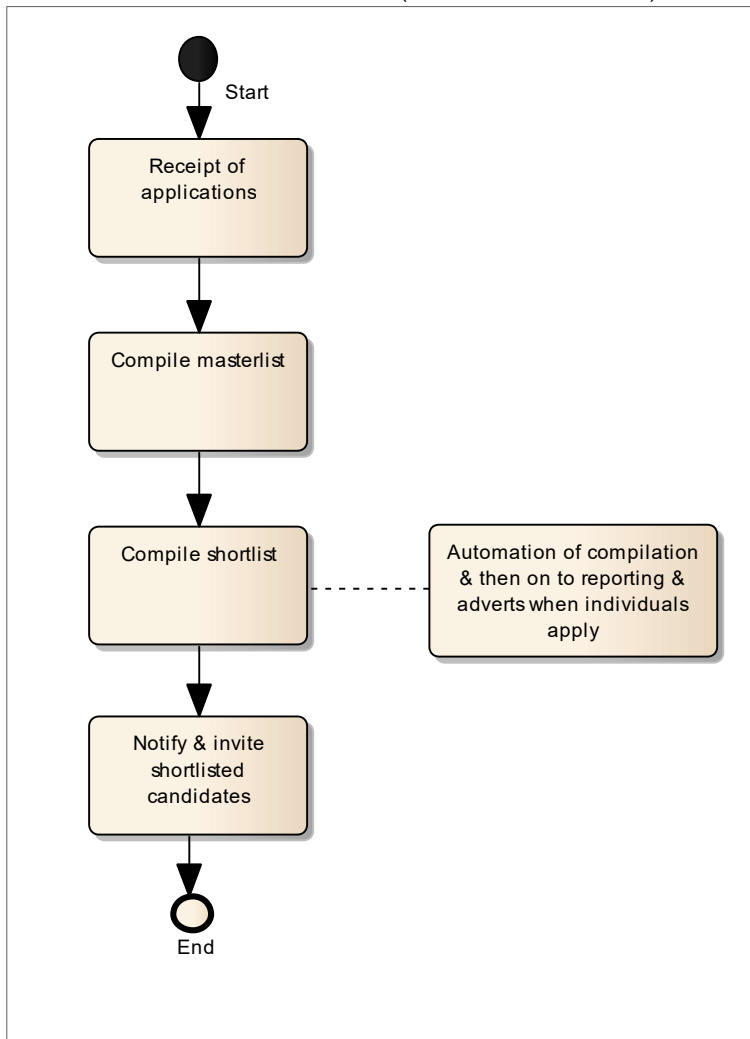
1.1.1.6 HR

1.1.1.6.1 EMPLOYEE COSTS

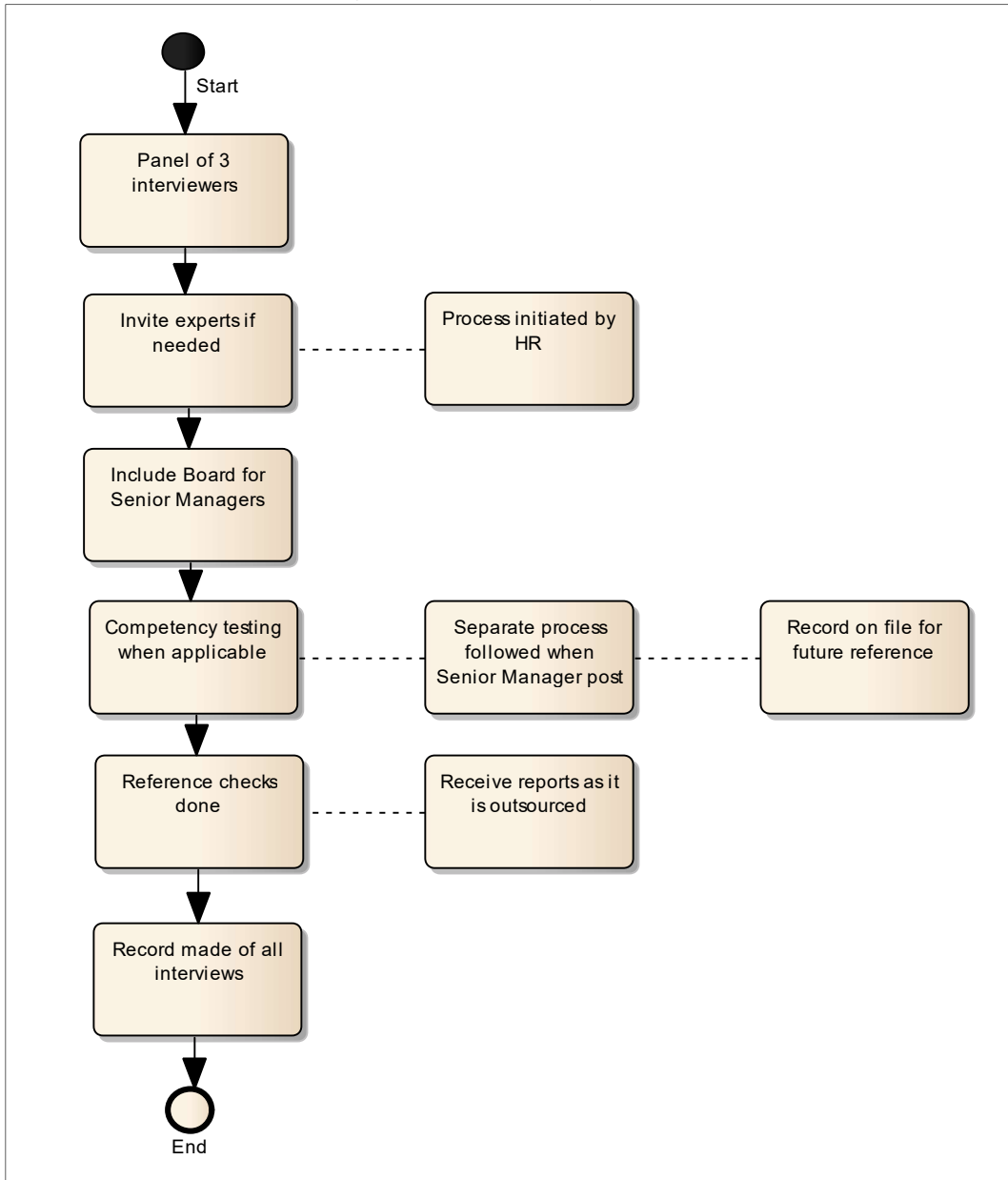
1.1.1.6.1.1 APPOINTMENTS (MANUAL PROCESS)



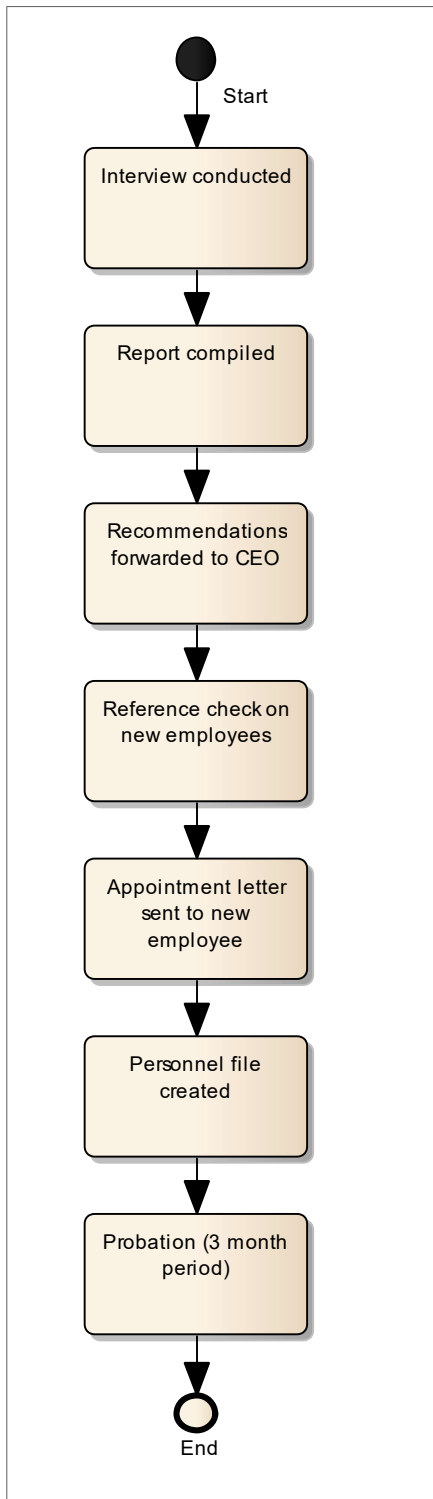
1.1.1.6.1.2 APPLICATIONS (MANUAL PROCESS)



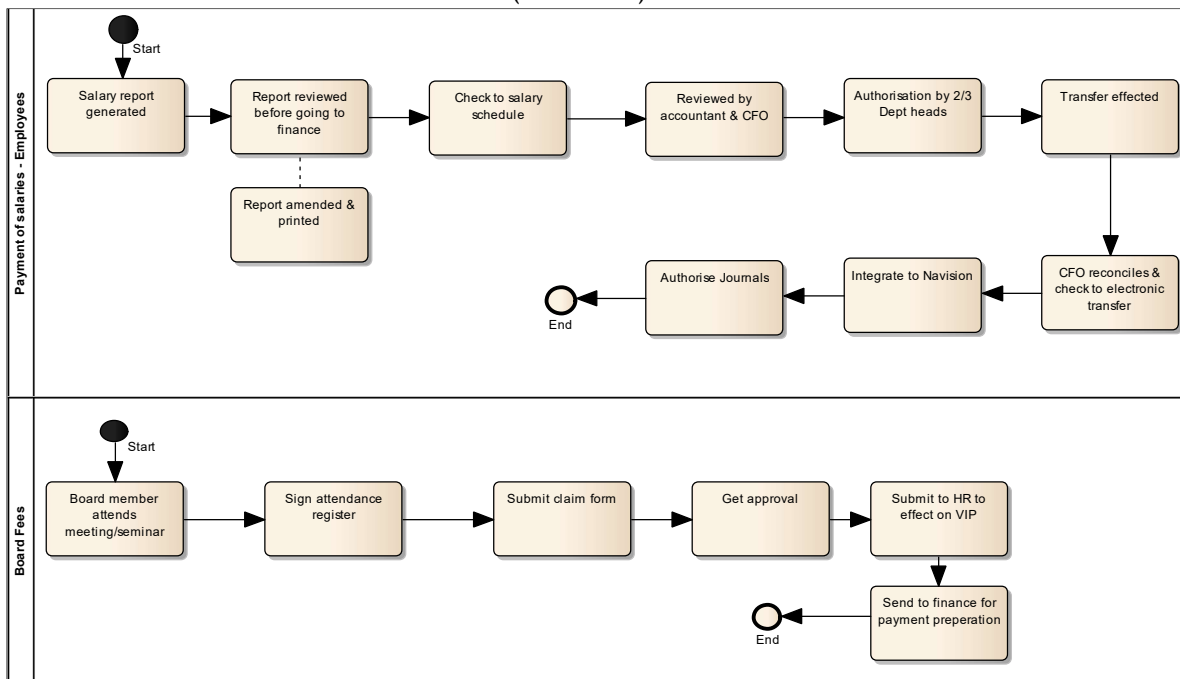
1.1.1.6.1.3 INTERVIEWS (MANUAL PROCESS)



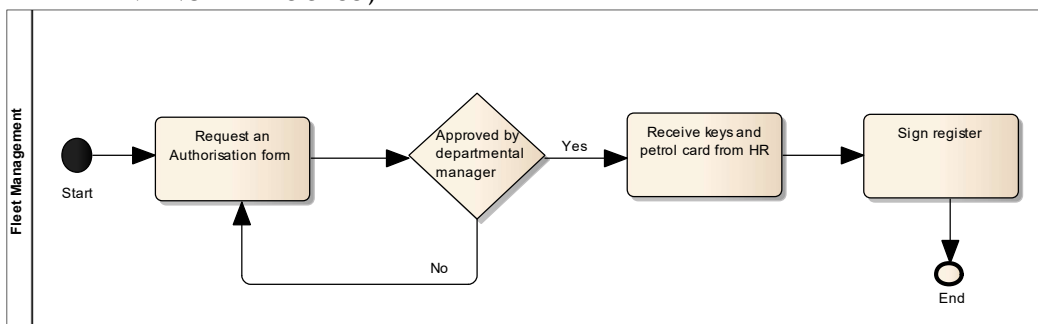
1.1.1.6.1.4 SELECTION AND APPOINTMENT (MANUAL PROCESS)



1.1.1.6.2 PAYMENT OF SALARIES (VIP/NAV)



1.1.1.6.3 FIXED ASSETS - FLEET MANAGEMENT (INTERNAL DEVELOPMENT SYSTEM AND MANUAL PROCESS)



1.1.1.6.4 GENERIC MEMO APPROVAL

