



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

ENQUIRIES: ANTOINETTE BOUAZIZ
TELEPHONE: 012 336 8302
REFERENCE: 02049/2026/1

DIRECTOR-GENERAL

REQUESTING APPROVAL FOR THE APPOINTMENT OF METROFILE (PTY) LTD, AS RECOMMENDED BY SITA, FOR THE PROVISION OF AN ELECTRONIC EMPLOYEE FILE TRACKING SOFTWARE AND HARDWARE SYSTEM WITH MAINTENANCE AND SUPPORT FOR A PERIOD OF THREE (3) YEARS (SSP 6204-2025)

1. PURPOSE

- 1.1 To request the Director-General to approve the appointment of Metrofile (Pty) Ltd, as recommended by SITA, for the provision of an electronic Employee File Tracking Software and Hardware System with maintenance and support for a period of three (3) years (SSP 6204-2025) as attached at **Annexure A**.
- 1.2 To request the Director-General to approve the payment of the SITA management fee in respect of bid SSP 6204-2025.
- 1.3 To request the Director-General to sign the quotation for SITA Management fee for SSP 6204-2025 – **Annexure B**.

2. BACKGROUND AND DISCUSSION

- 2.1 Human Resource Registry in Continental Building requires an electronic tracking and tracing system to manage all files stored in the registry. This software system should be able to locate exactly where a file/s are, i.e. either stored in Registry or it has been booked out to an HR Officer. This software must also be able to produce reports on the number of files stored, number of files issued, volume of files per official, type of



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files, etc.

- 2.2 In compliance with the State Information Technology Agency (SITA) Act, DWS tasked SITA to conduct the procurement process. After completing its process, SITA recommended Metrofile (Pty) Ltd as the successful service provider for the provision of an electronic Employee file Tracking Software and Hardware System (**Annexure A**).
- 2.3 As outlined in the procurement letter dated 09 April 2024, issued with the prescribed 10-day period and including the management fee structure, SITA shall invoice the department an amount equivalent to 5% of the bid transaction value (**Annexure B**). This fee is to recover the cost for effort spent by SITA to in fulfilling DWS procurement requirements.
- 2.4 It must be mentioned that SITA will only release the relevant SBD documents to the Department on receipt of the signed quotation for SITA Management fee.

3. IMPLICATIONS

3.1. Personnel

3.1.1 None.

3.2. Financial

3.2.1 The pricing as indicated in the SITA recommendation letter (Annexure A) is R772 758.31 for a period of three (3) years. Metrofile fee will be paid from the Directorate: HR Administration Services's budget allocation. Please see table below:

Name of Bidder	Description	Quantity	Period	Total price
Metrofile Pty Ltd (2003/016054/07)	Supply and delivery of fully functional Electronic Employee File Tracking System—including analysis, configuration, installation/hardware setup, training, testing, and reporting	05	Once off	R 332,500.00
	Supply and delivery of five (5) handheld devices with three (3) year onsite warranty or three (3) on-site advanced exchange warranty	05	Once off	R 152,500.00

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	Supply and delivery of 60 0000 bar codes	05	Once off	R 12,000.00
	Support and maintenance for a period of three (3) years for the Electronic Employee File Tracking System	01	Three (03) years	R 174,963.75
			Total	R 671, 963.75
			15% VAT	R 100,794.56
			Total Incl. VAT	R 772,758.31

3.2.2 The financial cost for SITA Management fee will be R38 637.92. Please see below table:

Description	Total
5% SITA Management Fee	R33 598.19
Total Excluding VAT	R33 598.19
VAT 15%	R5 039.73
Total Including VAT	R38 637.92

3.3.

3.4. Legal

3.3.1 None.

3.5. Regulatory Compliance

3.4.1 SITA Act s7(3) and (4)

7(3) Despite any other law to the contrary, **every department must**, subject to subsection (4), procure all information technology goods or services through the Agency.

(4) A **department** that wishes to acquire a service contemplated in—

(a) subsection (1)(a) [the MUST Services], **MUST**—

(i) **acquire** that service **FROM** the Agency in accordance with **business and service level agreements** concluded in terms of section 20, or

(ii) **procure** that service **THROUGH** the Agency in terms of subsection (3) if the Agency indicates in writing that it is **unable to provide the service itself**;

(b) subsection (1)(b) [the MAY Services], **MUST** either—

(i) **acquire** that service **FROM** the Agency in accordance with **business and service level agreements** concluded in terms of section 20, or

(ii) **procure** that service **THROUGH** the Agency in terms of subsection (3).

(5) A **public body MAY**—

(a) **acquire** a service contemplated in subsection (1)(a) or (b) **FROM** the Agency; and

(b) **procure** any information technology goods or services **THROUGH** the Agency.

3.6.

3.7. Communication

3.5.1 None.

4. OTHER COMPONENTS CONSULTED

4.1 None.

5. RECOMMENDATION

It is recommended that:

- 5.1. The Director-General approves the appointment of Metrofile (Pty) Ltd, as recommended by SITA, for the provision of an electronic Employee File Tracking Software and Hardware System with maintenance and support for a period of three (3) years (SSP 6204-2025) as attached at **Annexure A**.
- 5.2. The Director-General approves the payment of the SITA management fee in respect of bid SSP 6204-2025.
- 5.3. To request the Director-General to sign the quotation for SITA Management fee for SSP 6204-2025 – **Annexure B**.



A BOUAZIZ

ASSISTANT DIRECTOR: HUMAN RESOURCE APPOINTMENTS

DATE: 25 MAY 2026

RECOMMENDATION IN PARAGRAPH 5.1 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.2 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.3 SUPPORTED



P NAIDU

ACTING CHIEF DIRECTOR: HUMAN RESOURCES MANAGEMENT

DATE: 27 MAY 2026

RECOMMENDATION IN PARAGRAPH 5.1 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.2 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.3 SUPPORTED



T GABELA

DEPUTY DIRECTOR: ICT BUSINESS ANALYST SD: ICT BUSINESS ANALYSIS.

DATE: 29 MAY 2026

5. RECOMMENDATION

It is recommended that:

- 5.1. The Director-General approves the appointment of Metrofile (Pty) Ltd, as recommended by SITA, for the provision of an electronic Employee File Tracking Software and Hardware System with maintenance and support for a period of three (3) years (SSP 6204-2025) as attached at **Annexure A**.
- 5.2. The Director-General approves the payment of the SITA management fee in respect of bid SSP 6204-2025.
- 5.3. To request the Director-General to sign the quotation for SITA Management fee for SSP 6204-2025 – **Annexure B**.

RECOMMENDATION IN PARAGRAPH 5.1 SUPPORTED
RECOMMENDATION IN PARAGRAPH 5.2 SUPPORTED
RECOMMENDATION IN PARAGRAPH 5.3 SUPPORTED

Comments:

The submission is supported



MR M KGWETE
DIRECTOR APPLICATIONS & BUSINESS SOLUTIONS: ICT
DATE: 01 JUNE 2026

RECOMMENDATION IN PARAGRAPH 5.1 SUPPORTED
RECOMMENDATION IN PARAGRAPH 5.2 SUPPORTED
RECOMMENDATION IN PARAGRAPH 5.3 SUPPORTED



M NJEZA
ACTING CHIEF DIRECTOR: GOVERNMENT INFORMATION TECHNOLOGY CD:
GOV INFORMATION TECHNOLOGY
DATE: 03 JUNE 2026

5. RECOMMENDATION

It is recommended that:

- 5.1. The Director-General approves the appointment of Metrofile (Pty) Ltd, as recommended by SITA, for the provision of an electronic Employee File Tracking Software and Hardware System with maintenance and support for a period of three (3) years (SSP 6204-2025) as attached at **Annexure A**.
- 5.2. The Director-General approves the payment of the SITA management fee in respect of bid SSP 6204-2025.
- 5.3. To request the Director-General to sign the quotation for SITA Management fee for SSP 6204-2025 – **Annexure B**.

RECOMMENDATION IN PARAGRAPH 5.1 FUNDS AVAILABLE

RECOMMENDATION IN PARAGRAPH 5.2 FUNDS AVAILABLE

RECOMMENDATION IN PARAGRAPH 5.3 FUNDS AVAILABLE



MR F MOATSHE
CHIEF FINANCIAL OFFICER
DATE: 03 JUNE 2026

RECOMMENDATION IN PARAGRAPH 5.1 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.2 SUPPORTED

RECOMMENDATION IN PARAGRAPH 5.3 SUPPORTED



MR F MOATSHE
CHAIRPERSON: DEPARTMENTAL BID ADJUDICATION COMMITTEE (DBAC)
DATE: 25 JUNE 2026

5. RECOMMENDATION

It is recommended that:

- 5.1. The Director-General approves the appointment of Metrofile (Pty) Ltd, as recommended by SITA, for the provision of an electronic Employee File Tracking Software and Hardware System with maintenance and support for a period of three (3) years (SSP 6204-2025) as attached at **Annexure A**.
- 5.2. The Director-General approves the payment of the SITA management fee in respect of bid SSP 6204-2025.
- 5.3. To request the Director-General to sign the quotation for SITA Management fee for SSP 6204-2025 – **Annexure B**.

RECOMMENDATION IN PARAGRAPH 5.1 APPROVED

RECOMMENDATION IN PARAGRAPH 5.2 APPROVED

RECOMMENDATION IN PARAGRAPH 5.3 APPROVED



DR SEAN PHILLIPS
DIRECTOR-GENERAL
DATE: 26 JUNE 2026