



military veterans

Department:
Military Veterans
REPUBLIC OF SOUTH AFRICA

Private Bag X 943 Pretoria 0001 328 Festival Street Hatfield

REQUEST FOR BID

Bid NO.: DMV /BID/ 02 /2023/24

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO PROVIDE SCANNING, IMAGING AND INDEXING, AS WELL AS HANDLING, MANAGEMENT AND OFFSITE STORAGE FOR DEPARTMENT OF MILITARY VETERANS (DMV) PHYSICAL RECORDS FOR A PERIOD OF THIRTY SIX (36) MONTHS.

NAME OF BIDDER	
TOTAL BID PRICE (all inclusive)	R
VAT NUMBER (if registered for VAT)	
SUPPLIER CSD REGISTRATION NUMBER	MAAA
TAX COMPLIANCE STATUS PIN (to verify bidder's tax compliance status)	
FORCE AND ID NUMBERS (For Military Veterans)	

CLOSING DATE: 26 March-2024

BIDS MUST BE SUBMITTED IN THE DMV TENDER BOX AT:

Department of Military Veterans Headquarters

328 Festival Street

Hatfield

Pretoria

001

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BIDDER'S SIGNATURE: _____

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO PROVIDE SCANNING, IMAGING AND INDEXING, AS WELL AS HANDLING, MANAGEMENT AND OFFSITE STORAGE FOR DEPARTMENT OF MILITARY VETERANS (DMV) PHYSICAL RECORDS FOR A PERIOD OF THIRTY SIX (36) MONTHS

1. PURPOSE

1.1 To appoint a reputable, security cleared and experienced service provider with expertise in scanning, imaging and indexing documents, as well as handling, management and offsite storage of physical or paper records for a period of Thirty Six (36) months.

2. BACKGROUND

2.1 The records management legislative framework and best practice and standards require that the Department keep records as per prescribed retention period and only destroy them according to proper procedures. Records are the final proof that business was conducted therefore records should remain unaltered over a specific period for as long as they are required from legal or continuity perspective since they are also part of the memory of the institution that created them.

2.2 The need for effective records management is further emphasized by the following legislative frameworks:-

The Constitution, 1996

Section 195 of the Constitution provides amongst others for the:

- effective, economical and efficient use of resources;
- provision of timely, accessible and accurate information; and requires that
- the public administration must be accountable.

The Public Finance Management Act (Act No. 1 of 1999)

The purpose of the Act is to regulate financial management in the public service and to prevent corruption, by ensuring that all governmental bodies manage their financial and other resources properly.

The National Archives and Records Service of South Africa Act (Act No. 43 of 1996, as amended)

Section 13 of the Act contains specific provisions for efficient records management in governmental bodies. It provides for the National Archivist-

- to determine which record keeping systems should be used by governmental bodies;
- to authorize the disposal of public records or their transfer into archival custody; and
- to determine the conditions –
 - ❖ according to which records may be microfilmed or electronically reproduced;
 - ❖ according to which electronic records systems should be managed.

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The National Archives and Records Service of South Africa Regulations (R158 of 20 November 2002)

Part V: Management of Records contains the specific parameters within which the governmental bodies should operate regarding the management of their records.

The Promotion of Access to Information Act (Act No. 2 of 2000)

The purpose of the Act is to promote transparency, accountability and effective governance by empowering and educating the public –

1. to understand and exercise their rights;
2. to understand the functions and operation of public bodies; and
3. to effectively scrutinize, and participate in, decision-making by public bodies that affects their rights.

Disaster Management Amendment Act (Act No. 16 of 2015)

The purpose of the Act is to provide for—

- an integrated and co-ordinated disaster management policy that focuses on preventing or reducing the risk of disasters, mitigating the severity of disasters, emergency preparedness, rapid and effective response to disasters and post-disaster recovery and rehabilitation;
- the establishment and functioning of national, provincial and municipal disaster management centres;
- disaster management volunteers; and
- matters incidental thereto.”.

The Promotion of Administrative Justice Act (Act No. 3 of 2000)

The purpose of the Act is to ensure that administrative action is lawful, reasonable and fair and properly documented. The Promotion of Administrative Justice Act imposes a duty on the state to ensure that administrative action is lawful, reasonable and procedurally fair; and everyone whose rights have been adversely affected by administrative action has the right to be given written reasons for such an action.

The Electronic Communications and Transactions Act (Act No. 25 of 2002)

The purpose of the Act is to legalize electronic communications and transactions, and to built trust in electronic records. According to the Electronic Communications and Transactions Act data messages are legally admissible records, provided that their authenticity and reliability as true evidence of a transaction can be proven beyond any doubt. The evidential weight of the electronic records (including e-mails) would depend amongst others on the reliability of the manner in which the messages were managed by the originator and the receiver. Should bodies not have a properly enforced records management and e-mail policy and a reliable and secure record keeping system, they run the risk that the evidential weight of their electronic records (including e-mails) might be diminished.

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2.3 Department of Military Veterans has an obligation to manage records properly in accordance with the National Archives and Records Service Act No. 43 of 1996. In line with the legislative provisions of section 13 of this Act, sound records management will promote transparency, accountability and better service delivery.

2.4 The Department of Military Veterans has over the years generated a lot of paper records that are currently occupying prime office space that had been converted into several storerooms. The current storage areas do not comply with the standard requirements of record storage as per National Archives and Records Act, therefore resulting in noncompliance with regard to records management legislative requirements as well as exposing the Department to possible number of risks such as disasters (fire, floods), theft and non-responsiveness to queries, litigation and so forth.

3. SCOPE OF WORK

The project is divided into two parts:

PART A – DOCUMENT SCANNING, IMAGING AND INDEXING

4. The successful service provide must:

- 4.1 Prepare all documents to be scanned – remove all staples, paper clips, tape or any other material that binds paper sheets together.
- 4.2 Restore the documents to the same original form after scanning.
- 4.3 Arrange the documents in correct order based on the specifications that will be agreed upon in the SLA.
- 4.4 Exercise extreme care in handling delicate documents to avoid damage.
- 4.5 Convert the original paper document into electronic format using effective, cost efficient, and technologically advanced document scanning solution.
- 4.6 Verify and list all records prepared by DMV for scanning.
- 4.7 Collect verified records from DMV to the scanning and storage facility.
- 4.8 Secure DMV records while in transit to the scanning and storage facility to ensure their safe storage.
- 4.9 Provide professional advice to DMV in line with best practice approaches to document scanning or digitization quality and related aspects.
- 4.10 Provide training and capacity building to designated DMV officials in line with the scanning methodology and technology used.
- 4.11 Adhere to the quality scanning standards set out by DMV in the SLA.
- 4.12 Provide highly technical personnel to implement the scanning project and must also have trackable record of implementing document scanning/digitization and storage.
- 4.13 Project Management team should ensure that scanned documents and restored files are quality assured

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- 4.14 Ensure that employees involved in scanning have the necessary security clearance to handle confidential documents.

The scanning process

- 4.15 All files are to be prepared for scanning to ensure removal of staples, clips, and other objects that may affect the scanning process.
- 4.16 Document scanning will begin after successful completion of the sample testing phase.(To be moved in the SLA)
- 4.17 Thorough quality control process must be put in place to ensure acceptable quality of all images. DMV expect the following quality for all scanned documents:
- 4.17.1 Data accuracy: 100%
 - 4.17.2 Scanning resolution
 - 4.17.2.1 Optical – 600 dpi or greater
 - 4.17.2.2 Black and white or grayscale output: 600 dpi or greater
 - 4.17.2.3 Colour output: 300 dpi or greater
 - 4.17.3 Output options:
 - 4.17.3.1 Black and white: 8 bit
 - 4.17.3.2 Colour: 24 bit
 - 4.17.3.3 Scanning Quality: 90% readable
 - 4.17.3.4 Search & Retrieve: less than 8 seconds
 - 4.17.3.5 Image Output: PDF/JPEG/TIFF
 - 4.17.3.6 OCR meeting acceptable Industry Standard

The post scanning solution must provide among other capabilities:

- 4.18 Password or biometric protected electronic repository where only duly authorised officials will have access.
- 4.19 A regular backup and recovery mechanism for the scanned documents.
- 4.20 Electronic lock feature for folders.
- 4.21 Workflow management for automating a process per folder.
- 4.22 Capability to upload a single or bulk scanned documents.
- 4.23 Capability to fix defectively scanned documents.
- 4.24 Capability to create a repository to be accessed simultaneously by multiple users
- 4.25 Capability to sign documents using digital signatures.

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- 4.26 Must have a feature for automatic archiving.
- 4.27 Capability to index files.
- 4.28 Capability for email communication for e.g. need for the administrator to change password.
- 4.29 Capability for the administrator to create new user accounts with protected access levels.
- 4.30 Provide a robust search engine.
- 4.31 Reporting mechanism e.g. counting all scanned documents
- 4.32 Web browser accessibility (Internet Explorer, Firefox, Chrome, Opera, Safari, Microsoft Edge, Brave, Vivaldi).
- 4.33 Limit login attempts to only three (3).

DMV responsibilities will include:

- 4.34 Provision of access to the documents to be scanned.
- 4.35 Assisting the service provider with listing of all documents to be scanned.
- 4.36 Provision of quality assurance of documents to be handed over to the service provider.
- 4.37 Handing over documents to be scanned to the service provider.
- 4.38 Availing officials to be trained.
- 4.39 Provision of a project manager to co-manage the project.
- 4.40 Change management issues

PART B – STORAGE OF PHYSICAL RECORDS IN AN ARCHIVAL BUILDING

- 5. The storage facility to be used must be in compliance with the National Archives and Records Services of South Africa (NARSSA) archival building norms and standards and at least meet the following fire safety and environmental requirements:

Facility Requirements

- 5.1 The storage facility must preferably be within 100KM radius of DMV headquarters.
- 5.2 The facility must have a controlled parking area.
- 5.3 The facility must be protected by an accredited security firm
- 5.4 There must be an intrusion detection system with central monitoring installed.
- 5.5 There must be visitor screening system.
- 5.6 The facility must have uninterrupted power supply system.
- 5.7 The facility should be natural disaster proof/ force majeure

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Fire Safety Requirements

- 5.8 The facility must be constructed with non-combustible materials and building elements, including walls, columns and floors.
- 5.9 The roof must preferably be constructed of non-combustible material. Otherwise, if the roof is constructed of combustible material, it must be protected by a properly installed and maintained automatic sprinkler system.
- 5.10 A facility with two or more floor levels must have been reviewed by a qualified fire protection engineer and structural engineer to avoid catastrophic failure of the structure due to an uncontrolled fire.
- 5.11 Building columns in records storage areas must be at least 1 hour fire resistant.
- 5.12 Open flame (oil or gas) unit heaters or equipment if used in any records storage area, must be used or installed in accordance with applicable or relevant legislation.
- 5.13 Battery charging areas for electric forklifts must be separated from records storage areas with at least 2 hour rated fire barrier wall.
- 5.14 The fire detection and protection system must have been designed or installed by a qualified fire protection engineer. All walls separating records storage areas from each other and from storage areas within the building must be at least 2 hour fire barrier walls.
- 5.15 Fire resistance rating of the roof must be a minimum of 1 hour.
- 5.16 All electrical wiring must be in metal conduit, except for those that use armored for flexible wiring.

Environmental control requirements

- 5.17 Paper-based records must be stored under environmental conditions that prevent active growth of mould, pests and plagues.
- 5.18 No direct sunlight must be allowed to shine on any records, switch lights must be kept off whenever nobody is present in the storage area.
- 5.19 Non-textual records, including microform, audio visuals and electronic records must be stored in a space that will ensure their preservation for their full life cycle.
- 5.20 Paper records must be stored in the space that provide 24 hour 365 days per annum air conditioning conditions equivalent to that required for office space.

General considerations

- 5.21 No records must be destroyed. Should a need arise to destroy records such an exercise will be done in accordance with DMV records management policy.
- 5.22 Vehicles used to transport records should be suitable and safe in such a way that records are protected from weather conditions.

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- 5.23 Damage to the records and files due to unforeseen circumstances should be reported to the DMV immediately in writing.
- 5.24 Site inspection will be conducted prior awarding.

6. EVALUATION CRITERIA

CRITERIA	REQUIREMENT
Pre-compliance criteria	Bidders must submit all documents as outlined. Only bidders that comply with ALL the criteria will be evaluated on price and specific goals.
Mandatory Requirements	Bidders will be disqualified if not complying with mandatory requirements
Functionality	Bidders must submit all documents as outlined. The minimum score required for functionality is 70 points in order to qualify for further evaluation. A bidder who scores less than 70 points on functionality will be disqualified and not be evaluated further on Price and Specific Goals
Price	The lowest bidder will be allocated 80 points. Bidders that quoted higher prices will score lower points for price on a pro-rata basis.
Specific Goals	The points scored for price will be added to the points scored for Specific goals to obtain the bidder's total points scored out of 100

6.1 Phase 1: Pre-Compliance Evaluation

6.1.1 Submission of documents

Documents that must be submitted	Non-submission will result in disqualification	Requirement
Invitation to Bid – SBD 1	YES	Must be fully completed, signed by the authorized person and submitted with the bid by the closing date and time
Pricing Schedule- SBD 3.1	NO	Must be fully completed, signed by the authorized person and submitted with the bid by the closing date and time.
Pricing Schedule- SBD 3.2	NO	Must be fully completed, signed by the authorized person and submitted with the bid by the closing date and time. Non- completion bidder will not be able to escalate price or variation of Order when there is inflation.

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Declaration of Interest – SBD 4	YES	Must be fully completed, signed by the authorized person and submitted with the bid by the closing date and time. Circle the correct answer applicable to you.
Preference Points Claim Form in terms of Preferential Procurement Regulations 2022- SBD 6.1	NO	Non- completion or claiming on this form will lead to a zero (0) score on Specific Goals
Specific Goals	NO	Bidders Should submit the requirement documents together with their tenders to substantiate their specific goals claims. Failure to submit will lead to zero (0) score on specific goals points. NB: THE DEPARTMENT WILL PRINT CSD REPORTS FROM CENTRAL SUPPLIER DATABASE TO VERIFY THOSE DOCUMENTS
Specification	YES	Must be fully completed, priced and signed by the authorized person and submitted with the bid by the closing date and time

6.1.2 Verification of bidder’s key information

The following key information of bidders will be verified on the CSD in line with Public Finance Management Act and regulatory requirements to qualify for further evaluation processes:

- a) Business registration
- b) In the service of the state status
- c) Tax compliance status
- d) Tender defaulting and restriction status

6.1.3 Bidders will be DISQUALIFIED if not meeting the following requirements:

Criteria	Requirement
Tax compliance status	Must be compliant
Business registration	Entity must be in business
Company registration with Central Supplier Database (CSD)	Bidders must be registered as a service provider on the Central Supplier Database (CSD). If not registered must proceed to complete the registration prior to submitting your proposal. Visit https://secure.csd.gov.za/ to obtain your vendor number.

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Criteria	Requirement
In the service of the state status	Price Quotation will not be considered if shareholders or directors are employed by state /government departments, municipalities, municipal entities, public entities unless the approval from executive authority to do business with the state is submitted with the proposal
Tender defaulting and restriction status	Must not be listed as defaulters and/or restricted

N.B Bidders will be given reasonable time to rectify their status prior to being disqualified.

6.2 Phase 2 Evaluation of Mandatory Requirements

6.2.1 Bidders will be **DISQUALIFIED** if not meeting the following requirements:

Mandatory	Requirement
Service Provider need to have at least 5 years of experience in the scanning, imaging and indexing, as well as handling, management and offsite storage	<ul style="list-style-type: none"> • Attach reference letter for previous work done • Certificate of occupation • Letter of compliance from National Archives and Records Services of South Africa • Fire certificate • Engineering Certificate • Proof of insurance certificate/ Public liability • Proof of compliance in terms of security

6.3 Phase 3 -Evaluation of Functionality

6.3.1 The evaluation of the functionality will be in accordance with the below functionality criteria and values.

1 = Poor, 2 = Average, 3 = Good, 4 = Very good & 5 = Excellent

Evaluation Criteria	Guideline for evaluation criteria	Weight
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<p>Company experience in scanning, imaging and indexing, handling and management of records and provision of archiving storage (Attach signed reference letters for similar work done in the past 5 years)</p>	<p>5 years = 5 points 4 years = 4 points 3 years = 3points 2 years = 1 point</p>	<p>50%</p>
<p>Proof of compliance in terms of security</p>	<p>Compliance (PSIRA) certificate attached=5 Compliance certificate not submitted=1</p>	<p>20%</p>
<p>Submit proposal with a detailed approved Business Continuity Plan (Covering the following among others:</p> <ul style="list-style-type: none"> • Loss of key premises • Loss of key staff • Loss of IT data • Loss of Hard Data / Paper Record • Loss of utilities (Electricity, water and gas) • Loss of key partner or supplier • Disruption due to industrial action • Disruption due to severe weather • Business Recovery Strategy <p>Records Management Strategy (Covering the following among others):</p> <ul style="list-style-type: none"> • Management of records • Classification of records • Filing system • General compliance to National Archives and Records Services of South Africa 	<p>No plan attached= 1 One plan attached= 2 Both plans not detailed and not approved attached = 3 Both plans detailed but not approved attached = 4 Both plans detailed and approved = 5</p>	<p>30%</p>
		<p>100%</p>

NB// The Service providers that fail to achieve a minimum of **70** points out of **100** points for functionality will be disqualified. This means that such bids will not be evaluated on the second stage (Preference Points System).

6.4 Phase 4 Evaluation in terms of the price and 80/20 preference point systems

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Step 1: Calculation of points for price

(a) The lowest acceptable bid will score 80 points for price. Bidders that quoted higher prices will score lower points for price on a pro-rata basis.

(b) The formulae to be utilized in calculating points scored for price are as follows:

80/20 Preference point system [(for acquisition of services, works or goods up to a Rand value of R50 million) (inclusive of all applicable taxes)]

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

Where

P_s = Points scored for comparative price of bid or offer under consideration

P_t = Comparative price of bid or offer under consideration

P_{min} = Comparative price of lowest acceptable bid or offer.

Step 2: Calculation of points for Specific goals

Bidders should submit copies of their valid HDI Verification Documents as per table below to claim points. NON-SUBMISSION OF VERIFICATION DOCUMENTS WILL LEAD TO 0 POINTS.

Specific Goals	Number of Points	Points claimed by the service providers
Organisations which are 51% owned by people who are woman	4	
Organisations which are 51% owned by Black people (As per the definition in the B-BBEE Act 53 of 2003)	4	
Organisations which are 51% owned by persons with disability	4	
Organisations which are owned 51% by Military Veterans (in line with the Military Act No 18 Of 2011)	4	
Organization which are 51% owned by youth	2	
Organization which are 51% owned located within certain Municipality	2	
TOTAL POINTS	20	

The Department will be responsible for printing CSD reports from Central Supplier Database and bidders against Military Veterans' Database.

NB: Specific points may be allocated to bidders on submission of the following documentation or evidence:

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-A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1);

- An original and valid `B-BBEE Status level Verification Certificate or certified copies thereof, issued by an accredited Verification Agencies by SANAS or Registered Auditors approved by Independent Regulatory Board of Auditors(IRBA) to substantiate their points. The Exempted Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) must submit a sworn affidavit signed by Commissioner of Oaths.

-To claim for locality with certain Municipality/locality points, bidders must have the business operating within the boundaries of a specific geographic area, and a proof of address under the business's name shall be provided where the bidders is an owner of the property. A valid lease agreement or a sworn affidavit from the property owner that the address used is rented out to the tenderer.

- To claim for disability points, the bidder must submit a copy of latest three months valid Medical report from Registered Medical practitioner, confirming the disability status.

- - To claim for youth points, bidders may submit a certified copy of ID document.

Step 3: Calculation of total points scored for price and Specific goals.

The points scored for price will be added to the points scored for Specific goals to obtain the bidder's total points scored out of 100. The preferred bidders who scored the highest points will be awarded the bid.

7. Inspection and Briefing session

7.1 The Department of Military veterans will conduct a **site** inspection only for shortlisted Bidders prior to awarding this tender.

7.2 Briefing session will be conducted

8. The following conditions will apply:

8.1 Awarding of the bid will be subject to the Service Provider's expressing acceptance of the Department of Military Veterans Supply Chain Management general contract conditions.

8.2 The Department reserves the right to terminate the contract in the event that there is clear evidence of non-performance, by the Service Provider.

8.3 This request is not an offer to purchase any services or materials, and the Department of Military Veterans will not incur or be liable for any costs associated with the preparation of this proposal.

8.4 Quotation should be on the entity's letterhead (PLEASE WRITE QUOTATION

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NUMBERS)

- 8.5 Price(s) quoted must be valid for at least ninety (90) days from date of your offer.
- 8.6 This quotation will be evaluated in terms of the 80/20 preference point system as prescribed in the Preferential Procurement Policy Framework Act (No 5 of 2000) and for this purpose the enclosed SBD forms must be scrutinized, completed and submitted together with your quotation.
- 8.7 The successful bidder will be the one scoring the highest points.
- 8.8 The supplier should accept the General Conditions of Contract
- 8.9 Only price quotations from bidders registered on the Central Supplier Database (CSD) will be considered.
- 8.10 Note that the department reserves the right to award the bid to more than one service provider

9. Method of Payment

- 9.1 The supplier shall furnish the Department with an invoice accompanied upon fulfilment of the other obligations stipulated in the contract.
- 9.2 Payment shall be made promptly by the Department, but in no case later than thirty (30) days after the submission of an invoice or claim by the supplier.
- 9.3 Payment will be made in Rands.

10. ENQUIRIES

Query	Name	Contact Details
Technical	Ms Tinyiko Mkhabela	Email: Tinyiko.Mkhabela@dmv.gov.za Tel: 012-765 9466
Quotation related	Ms Cecilia Makgwale Acquisition Management	Email: Cecilia.Makgwale@dmv.gov.za Tel: 012-765 9412

11. PRICE

- 11.1 Service providers are required to provide prices in line with the table below. The quantities listed below are based on the number of records currently in the Department of Military Veterans storage. It should be noted that the quantities may change on a need basis during the contract period i.e. will increase if DMV creates more records or decrease if DMV destruct the records or remove the records from off-site storage for any reason.
- 11.2 All prices must be VAT inclusive.

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NB// If prices are not firm for the full duration of the contract, provide details of the basis on which price adjustment shall be applied e.g. CPI

11.3 BILL OF QUANTITIES.

Below are estimated quantities of the work to be done over the period of three years

Description		Box size	Estimated Number of boxes	Rate per box per day	Monthly storage fee	Annual storage fee
Records storage	Year 1	M2	2224	R	R	R
	Year 2		2448	R	R	R
	Year 3		2692	R	R	R
TOTAL VAT INCL. =						R

Other costs

Description	Estimated Quantity	Unit Price	Total
Scanning/Imaging fee per page	4 209 000 pages		R
Indexing fee per page	4 209 000 pages		R
Handling fee per file	135 350 files		R
Retrieval fee per file	When needed		R
Empty box fee	If needed		R
File cover fee	If needed		R
TOTAL VAT INCL. =			R

It is requested that an explicit pricing be made visible in terms of all of the above.

Transport cost

Specify kilometres from the service provider's off-side storage to DMV offices at Hatfield km

To be dealt with at applicable AA rates

Description	Rate
Schedule delivery rate per km	R
Unscheduled delivery rate per km	R
TOTAL VAT INCL. =	
	R

NB: Prices should be inclusive of all expenditures and applicable taxes.

TOTAL BID PRICE: _____

TOTAL NUMBER OF ITEMS OFFERED _____

ARE THE PRICES FIRM? YES/NO _____

DELIVERY PERIOD: _____

<p>_____ SIGNATURE OF BIDDER</p> <p>DATE: _____</p>

BIDDER'S SIGNATURE: _____

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ENQUIRIES:

SCM CONTACT PERSON: Tinyiko Mkhabela

TEL: 012 765 9472

E-mail address: Tinyiko. Mkhabela@dmv.gov.za

BIDDER'S SIGNATURE: _____