

THE NATIONAL CREDIT REGULATOR

SEPTEMBER 2020

**APPOINT A SUITABLY QUALIFIED SERVICE
PROVIDER FOR THE PROVISION OF AN OFF-SITE
STORAGE SOLUTION FOR A PERIOD OF FIVE (5)
YEARS**

RFP NUMBER: NCR714.08.2020

DUE DATE: 16 OCTOBER 2020 @ 11H00

HAND DELIVER AT NCR OFFICES

SECTION 1

GENERAL TERMS OF CONDITIONS

1. General Information for Bidders

The National Credit Regulator (NCR) was established in terms of Section 12 (1) of the National Credit Act (Act 34 of 2005) and came into being on 1 June 2006.

The NCR will determine which bidding organisation (“bid participant”), if any, is appointed in response to this request for submission as stipulated in section 2 of this document.

1.1. General Terms

This tender is issued in terms of the Public Finance Management Act 1 of 1999 (PFMA), the Preferential Procurement Policy Framework Act 5 of 2000 (PPPFA), the Preferential Procurement Regulations, 2017 (PPR), Supply Chain Management Regulations issued by the National Treasury and BBBEE Act.

Parties that wish to submit proposals are required to indicate that they are willing to accept the General Conditions and Procedures of the NCR (see Section 4 below and Annexure B.1). Please read this document carefully prior to submitting your proposal.

1.2. The Proposal Format

1.2.1. Economy of proposal preparation

The proposal should be prepared simply and economically, providing a straightforward and concise description of the bid participant’s ability to meet the requirements of the proposal request.

Clear factual responses are required. The content of the proposals shall determine the merit of each participant, not brochures or other marketing material. To facilitate the review of proposals, participants are required to organise their responses according to the format presented below. Should a participant wish to provide additional information, that information should be referred to, and provided for, in a file of Annexures.

1.2.2. Validity of proposals

The proposals must include a statement as to the period for which the proposal remains valid. The proposal must be valid for at least ninety (90) days from the due date for the submission of all bids. Refer to the quarters in the terms of reference (TOR).

1.2.3. Number of proposals

Each bid participant must provide **three (3) hard copies and 1 CD/Stick** of their entire proposal, including all the documentation referred to in 4 below, in the format specified in that section. All submitted proposals will become the property of the NCR, and will not be returned. Receipt of all proposals will be recorded in a register at the point of receipt. One copy of the proposal must be signed and dated in black ink by the bidder or authorized representative of the bidder and initialled on each page.

2. Submission of proposals

2.1. Proposals must reach the offices of the NCR before **11:00 on 16 October 2020, @11H00am** and must be enclosed in a sealed envelope which must be clearly labelled/addressed on the outside:

(a) RFP No: NCR 714.08.2020

(b) TERMS OF REFERENCE (TOR) FOR APPOINT A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE PROVISION OF AN OFF-SITE STORAGE SOLUTION FOR A PERIOD OF FIVE (5) YEARS

(c) CLOSING DATE: 16 October 2020 AT 11H00 SHARP

2.2. Proposals are to be submitted in the marked tender box, in the reception area, National Credit Regulator, 127-15th Road, Randjiespark, Halfway House, Midrand. The tender box will only be available for the depositing of proposals between 08h00 and 16h30 on weekdays (excluding public holidays).

2.3. Please note that this RFP closes punctually at 11h00 on **16 October 2020**. No late submissions will be considered under any circumstances.

2.4. All the documentation referred to in Section 4 below must be submitted. Failure to submit all the documentation referred to in this section may result in a submission being discarded, and not considered for evaluation.

2.5. If responses are not delivered as stipulated in this Section 2.1, such responses will

be considered “late”, and will not be considered for evaluation.

- 2.6. The NCR shall not disclose any details pertaining to the responses received, to any other participant, as this is regarded as confidential information.
- 2.7. Envelopes must not contain documents relating to any RFP other than the one referred to in this RFP.
- 2.8. The responses to the RFP will be opened as soon as is practical after the expiry of the time advertised for receiving them.
- 2.9. Only the participants that are short-listed after the evaluation process will be informed of the results of the submission adjudication process.
- 2.10. After the evaluation process is completed, the Evaluation Committee may, prior to making a final selection, draw up a shortlist of participants and require them to make a detailed presentation to the Adjudication Committee. A minimum of 2 days’ notice will be given to relevant participants in advance of the presentation date.

3. Timetable

Date	Activity
18/09/2020	Advertisement of the RFP
16/10/2020	Closing date @ 11h00
19/10/2020	Preliminary evaluation
20/10/2020	Evaluations by the Evaluation Committee
24/10/2020	Adjudication Committee meeting
24/10/2020	Appointment

The National Credit Regulator reserves the right to determine the structure of the process, the right to determine the number of short-listed participants, the right to withdraw from the proposal process, and the right to change this timetable at any time without notice.

4. Documentation to be submitted

Please Note

All of the documentation described below must be submitted, with no omissions whatsoever. Where a particular form or format of documentation is stipulated, this is the

only form or format in which these documents must be submitted. Failure to adhere to these requirements may result in the rejection of the entire submission.

All of the documentation referred to below (in Parts One – Twelve) must be acknowledged and submitted. For ease of reference and to facilitate the evaluation process, you are requested to clearly mark each part of the submitted documentation as it is referred to below.

4.1. Table of content

Introductory letter by the bidder with authorized contact person and details for this specific tender

4.2. SBD 1 – should be the completed and inserted after the introductory letter

One – Proposal drafted in response to Terms of Reference

Section 2 of this document below, contains the terms of reference (TOR) for the above mentioned tender. Bid participants are required to draft a proposal that will clearly indicate to the Evaluation Committee how they will fulfil the requirements as set out in the TOR.

Bid participants should include the following information when drafting their proposals:

- Proposals should make clear the relevant skills, experience and capacity of the participant, in respect of this particular TOR. This is an important evaluation criterion. Bid participants should ensure that their proposals focus on how they will address the requirements of this TOR, rather than on achievements.
- Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.
- Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR.

4.3. Two – Pricing Proposal- SEPERATE ENVELOPE

SBD 3.1 Pricing Schedule together with signed off detailed pricing on the company's letter head. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. Additional information may be added on a separate page if necessary.

The total price that the participant will charge to deliver services in accordance with the TOR must be clearly indicated. The pricing proposal should contain sufficient information to allow the Evaluation Committee to estimate the cost of the service, to a high degree of accuracy.

Please note that a financial proposal must be submitted in a separate sealed envelope together with your submission. The financial Proposal will be opened once all technical proposals have been evaluated. This appointment will be made in line with QBS. All prices provided must be inclusive of Value-Added Tax (VAT).

Please note that the prices contained in the pricing proposal are the only charges that may be levied if the participant's proposal is successful, unless explicitly agreed to in writing by the National Credit Regulator, and in terms of the General Conditions of Contract, no additional cost will be accepted after the bidding documents have been submitted and the tender closing date has expired. Any cost for additional parts and peripherals needed for the successful implementation of the project shall remain and form part of the bidding price.

4.4. Three – General Conditions and Procedures of the NCR

Annexure B and B1 - General Conditions and Procedures of the NCR. Bid participants must indicate clearly that they have read this document, and have no objections to being bound by its contents. In cases where any provisions of the General Conditions and Procedures conflict with this General Information for Bidders and/or Terms of Reference, the latter will take precedence over the General Conditions of Contract.

4.5. Four – Contract Form: Rendering of Services

Annexure C - Contract Form: Rendering of Services. This will only be completed by the successful bidder once a selection has been made by NCR. Participants do not, therefore, need to complete this form at the bidding stage but their proposals must clearly indicate that they have read this form, and have no objections to signing it as is, if selected as the successful participant.

4.6. Five – Tax status

Annexure D - Please attach CSD showing Tax status

A CSD print out must also be attached.

4.7. Six – Preference Points Claim Form

Annexure E – form SBD 6.1. Bid participants must complete Sections 8 and 9 in full. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected. *## Please note that a **BBBEE certificate/ sworn affidavit** must also be attached to the bid documents. None submission will result in zero scoring in this competitive bidding process*

4.8. Seven – Declaration of Interest

Annexure F – form SBD 4. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.9. Eight – Declaration of past Supply Chain Management Practices

Annexure G – form SBD 8. DO NOT RETYPE THESE FORMS. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.10. Nine – Non-Disclosure Agreement

Annexure H – Non-Disclosure Agreement. Participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is.

4.11. Ten – Certificate of Independent Bid Determination

Annexure I – Certificate of Independent Bid Determination Participants. They must be completed on the original and signed, all in black ink. Forms with photocopies and/or other reproductions of signatures may be rejected.

4.12. Eleven – SLA draft version for supplier review

Annexure K – SLA draft version for supplier review. The participants must indicate clearly that they have read this agreement, and have no objections to signing it, as is. If not objections should be outlined separately in a letter. NB: all the SBD documents can be downloaded from our website - <https://www.ncr.org.za/tenders-download/current-tenders>

5. Evaluation Criteria

Proposals will be evaluated on the 80/20 preference points scoring system: that is, 80% of the points awarded will be based on price, as indicated in the table below; and 20% of the points awarded will be based on B-BBEE codes system, allocated as indicated in the table below:

B-BBEE status level of contributor	Number of points	Price
Total maximum points	20	80

Functionality will be evaluated in terms of Section 2 point 10

6. Conflict of interest

Service providers are required to provide services that are professional, objective and impartial. Service providers must ensure that there is no conflict of interest between existing assignments, obligations and responsibilities to other clients and the services set out in the TOR. In the event of any uncertainty in this regard, full disclosure in the submitted proposal should be considered. Non-disclosure of a conflict of interest may be grounds for termination of any contract.

7. Confidentiality agreement

The successful service provider may have access to confidential data or information. The appointment of a successful bidder is subject to that bidder agreeing to the contents of, and signing, the NCR's standard Non-Disclosure Agreement.

8. Contact details

This no-contact policy does not apply to any information deemed to be in the public domain, or which is readily available from organs of State, which are repositories of such information. All communications and enquiries/requests for clarification relating to this proposal should be directed to procurement@ncr.org.za.

TERMS OF REFERENCE TO APPOINT A SUITABLY QUALIFIED SERVICE PROVIDER FOR THE PROVISION OF AN OFF-SITE STORAGE SOLUTION FOR A PERIOD OF FIVE (5) YEARS

1. BACKGROUND OF THE NATIONAL CREDIT REGULATOR

The National Credit Act, 2005 (Act No. 34 of 2005), establishes a National Credit Regulator (NCR).

NCR promotes a fair and non-discriminatory market place for access of consumer credit provides for the general regulation of consumer credit and improved standards of consumer information, promotes black economic empowerment and ownership within the consumer credit industry, prohibits certain unfair credit and credit-marketing practices, promotes responsible credit granting and use, and for that purpose to prohibit reckless credit granting, provides for debt re-organisation in cases of over-indebtedness, regulates credit information, provides for registration of credit bureau, credit providers and debt counseling services, establishes national norms and standards relating to consumer credit, promotes a consistent enforcement framework relating to consumer credit.

2. PURPOSE

2.1 The purpose of this Request for Proposal (RFP) is to provide prospective service providers with adequate information to understand and respond to the NCR's requirements for the appointment of a service provider to provide an offsite storage solution and onsite and offsite records destruction services to the NCR for a period of five (5) years.

2.2 The NCR has two offices in 15th Road, Randjespark, Midrand and is currently making use of an offsite storage service to archive all organisational documents. Various requestors from different NCR units coordinate the movement of records to and from the offsite storage. The NCR thus intends to procure services from a records management facility that will cover all areas of business within the NCR.

2.3 The NCR Security and Facilities Unit has a responsibility to establish business processes that will assist in the protection, securing and managing of the NCR records in order to enable the achievement of strategic and operational objectives of the organisation.

2.4 The reason to acquire offsite storage is mainly due to the following reasons and requirements;

- Limitations of storage space
- Storage space must comply with Occupational Health and Safety (OHS) Act regulations as well as National Archives Act regulations which provides for fire

detection and prevention, HVAC, shelving and proper security requirements that outsourced companies comply with fully

- The National Archives and Records Service (NARS) requires that the records should be stored in offsite facilities that were evaluated by the NARS as being suitable for all archival records of all Government Bodies
- Storage of all NCR finalized files and backup tapes in a safe and accessible environment at a competitive tariff

2.5 The NCR requires offsite storage of approximately **2521** standard archiving boxes, **206** non-standard archiving boxes and **71** ICT back-up tapes. Some of the records are confidential as they contain personal information and must be handled appropriately.

3. VETTING INVESTIGATIONS

The preferred bidder will be subjected to a vetting investigation by the State Security Agency (SSA). The appointment of the preferred bidder will depend on a positive clearance from SSA.

4. PREREQUISITES

The identified bidder will be required to:

- 4.1 Analyse the NCR environment for recommendation and implementation of an effective records management solution to ensure compliance.
- 4.2 Perform record management audits to understand where the gaps and risks of the organisation lie.
- 4.3 Demonstrate what precautions they have in place to ensure that the NCR's records are protected from damage and unauthorised destruction.
- 4.4 Store archival records, non-archival records and tapes.
- 4.5 Ensure that the storage facility is suitable for records storage and archiving, and should include but not be limited to the following:
 - 4.5.1 Fire prevention and detection system that comply with the guidelines set by the fire brigade.
 - 4.5.2 Appropriate extinguishers that are not water based to prevent damage to the records.
 - 4.5.3 Shelving and cabinets that are made from non-flammable materials.
 - 4.5.4 Preventative measures to prevent water leaks.
 - 4.5.5 Lighting that is appropriate for record keeping - records must not be exposed to direct sunlight and too much electric lighting.
 - 4.5.6 SABS approved facility where temperature and humidity is controlled to ensure data is stored under optimal conditions.

4.5.7 Provision of a pest control plan that is being adhered to.

4.5.8 Bidders must submit valid and active certificates of the following:

- South African Intruder Detection Services Association certificate.
- Private Security Industry Regulatory Authority certificate.
- Racking & Shelving ISO 9001-2008 certification.
- Detection Design certificate
- Continuity SA certificate.
- National Agency on Information Destruction certificate.
- MYSEC security certificate.
- Pest control license approved by relevant accredited authority or proof of subcontracting with pest control company that has an approved pest control license
- Contingency plan in a case of fire, theft, flooding and strikes
- NARSA (National Archives and Records Services of South Africa) certificate
- ASIB (compliance to automation sprinkler inspection bureau)
- FCC (fire clearance certificate)

5. BID CONDITIONS

The following special conditions are applicable to this bid:

5.1 Provide a safe and secure storage facility for archiving of records.

5.2 The storage facility must have 24-hour monitored security. If the security services are outsourced, the bidder must provide a security registration with the Private Security Industry Regulation Association (PSIRA) certificate for the company providing the security services. Access to the premises should be controlled to protect records against unauthorised access, loss, damage, destruction, theft and breach of confidentiality.

5.3 The facility must meet the National Archives and Records Services of South Africa (NARSSA) requirements for offsite records storage facilities and the destruction of records.

5.4 The proposed storage facility will be inspected for the suitability of storage of archival and non-archival records as per NARSSA requirements.

5.5 There must be a system in place for the identification and retrieval of individual records including tapes, boxes and canisters.

5.6 The bidder must submit a current Business Continuity and Disaster Recovery Plan.

5.7 Submit a valid fire compliance certificate, for the proposed storage facility, issued by the Fire Brigade.

5.8 Submit a back-up plan for power outages.

5.9 The successful bidder will be required to submit all compliance documents to the NCR on an annual basis.

6. SCOPE OF WORK

The scope of work for the off-site storage solution comprises of the following services;

- 6.1 Secure off-site storage and archiving of NCR physical records
- 6.2 Secure off-site storage of the backup tapes
- 6.3 Scan records as and when a need arises
- 6.4 Collection of physical records and ICT backup tapes for offsite storage from the NCR, as and when required
- 6.5 Scheduled and unscheduled retrieval of physical records and ICT backup tapes
- 6.6 Onsite and offsite disposal or destruction of records in accordance with National Archives and Records Services (NARS) requirements. The shredding equipment must be of such nature that records cannot be reconstructed e.g. Zig-zag shredder or similar.
- 6.7 Supply and delivery of storage boxes as well as tracking labels for the records to be transferred from the NCR offices to the offsite storage facility
- 6.8 Create inventory and index reports of records collected from the NCR
- 6.9 Disaster recovery plan and backup plans for documents stored off-site
- 6.10 Retention management, archiving and disposal implementation plans and processes
- 6.11 Records Management system to allow NCR access to the inventory of its records
- 6.12 Relocation of the existing records and files from the current off-site storage to the new off-site facility; the number of boxes from the off-site storage are 2521 standard archiving boxes, 206 non-standard archiving boxes and 71 back-up tapes.
- 6.13 Compulsory submission of safety file as a requirement for safety, health and environment compliance in terms of Occupation and Safety Act, (e.g. but not limited to details and CV's of incumbents, medical certificates, SHE plan, site specific emergency plan, vehicle inspection register if you will be using the vehicle, baseline risk assessment etc.) . The safety file must be provided prior to commencement of the work required under this RFP, if the safety file is not provided NCR reserves the right to cancel the contract on that basis

7. DESIRED OFF-SITE STORAGE SOLUTION

The bidder must be able to provide the following services:

7.1 Storage Services

The storage process entails receipt of files by the Service Provider, the indexing of the files, the storage of files and the retrieval of files from time to time

7.2 Retrieval

The NCR shall be entitled, at its discretion, to require retrieval of records to take place either by way of:

- Hand delivery of the requested files
- Collection of the files by the service provider from the NCR office
- The internet enabled retrieval and access to the repository of the NCR files

7.3 Destruction Services

The Service Provider shall against the receipt of written and/or electronically transmitted instruction from NCR destroy any of the files. The NCR shall be solely responsible for determining the date upon which files are destroyed. A destruction certificate must be issued to the NCR with each disposal.

7.4 Vault Services

The Service Provider shall provide a facility for the offsite storage of data backup computer disks, tapes, magnetic cartridges, optical disks and similar electronic records. Vault Services must also include storing of private and confidential files from Executive Management. In order to ensure the confidentiality and safety of the electronic records and files stored in the vault facilities, only duly authorized NCR personnel will handover / receive the electronic records / files on behalf of the NCR.

The Service Provider must ensure that it will store the electronic records in a secure, climate-controlled environment in order to protect the electronic media. The Service Provider must provide emergency services to NCR in relation to the retrieval of records.

7.5 Records Management System

The proposed records management service must meet the following:

- Provide records management stationery, as and when required (i.e. boxes, lids and labels). The boxes must be numbered in sequential order.
- Any damage to records due to unforeseen circumstances should be reported to the NCR immediately.
- Boxes in which records are stored should be replaced when there is damage due to regular handling.

7.6 Delivery services

The Service Provider must provide:

- Reliable and cost effective retrieval and delivery services.
- Fast and safe service deliveries for special emergency retrievals.

7.7 Scanning Services

The Service Provider must provide safe and secure scanning services as and when required by the NCR.

8. MINIMUM FUNCTIONAL REQUIREMENTS

(THIS SECTION TO BE COMPLETED BY ALL BIDDERS) Please indicate with an 'X' whether you Fully Comply or Do Not Comply. Please choose only one option. Proof must be submitted.

COMPLIANCE WITH LEGISLATION	FULLY COMPLY	DO NOT COMPLY
1.1. National Archives and Record Service Act (Act No 43 of 1996)		
1.2. The Promotion of Access to Information Act, (Act No 2 of 2000)		
1.3. Compliance with ISO standards		

Please confirm submission of the mandatory Returnable Documents detailed below by so indicating [Yes or No] in the table below:

MANDATORY RETURNABLE DOCUMENTS	SUBMITTED [Yes/No]
Valid South African Intruder Detection Services Association Certificate.	
Valid Private Security Industry Regulatory Authority Certificate.	
Valid Racking & Shelving ISO 9001-2008 Certification.	
Valid Detection Design Certificate	
Valid National Agency on Information Destruction Certificate.	
Valid MYSEC Security Certificate.	
Valid Pest control license approved by relevant accredited authority or proof from subcontracting pest control company that has approved pest control license	
Contingency Plan in a Case of fire, theft, flooding and strikes	
NARSA (National Archives And Records Services Of S.A. Certificate)	

ASIB (Compliance To Automation Sprinkler Inspection Bureau)	
FCC (Fire Clearance Certificate)	
Valid and Active Proof Of Registration to the National Treasury Central Supplier Database	

9. FUNCTIONAL EVALUATION (DESKTOP)

9.1 The bid/proposal will be evaluated for functionality and be rated as follows:

9.1.1 Values: 1=Poor, 2=Average, 3=Good, 4=Very Good, 5=Excellent

Item	Criteria	Requirements	Type of proof to be submitted	Scoring criteria	Weight
1.	Bidder's knowledge & experience on records management	Knowledge & experience on records management	a) Relevant Written contactable Reference, stipulating the number of years experience on similar work	<p>One year experience supported by a contactable reference = 1</p> <p>Between two to three years supported by contactable references = 2</p> <p>Between three to four years supported by contactable references = 3</p> <p>Between four to five years</p>	20

				supported by contactable references = 4 More than five years supported by contactable references = 5	
2.	Archive, Storage & Retrieval of Records Work Plan	<p>Work Plan should, include the following but not limited to these only:</p> <p>a) The process to be followed in collection of boxes from NCR to the offsite storage facility including the process of receiving and preparing the boxes at the offsite storage facility (end to end process)</p> <p>b) Retrieval of records from the offsite storage facility to the NCR premises</p>	Work Plan	<p>No plans submitted / Plans submitted but does not address relevant requirements. = 1</p> <p>Response successfully addresses two of five items as per the work plan requirements. = 2</p> <p>Response successfully addresses four out of five items as per the work plan requirements. = 3</p> <p>Response successfully addresses all items as per the work plan</p>	25

		<p>c) Provide access of NCR database that is held by the service provider to the NCR</p> <p>d) Index report of files collected from the premises</p> <p>e) The process to be followed in scanning of NCR documents.</p>		<p>requirements. = 4</p>	
3.	Back-up tape services	<p>Schedule of Collection:</p> <p>a) Daily</p> <p>b) Weekly</p> <p>c) Monthly</p> <p>d) Special requests e.g. express service</p>	<p>Submission of reference letters or any other form of document to be supplement the schedule of collection (daily, weekly, monthly, special request)</p> <p>The supplementing document and reference letter must contain the contact details (contact</p>	<p>No back-up tape services. = 1</p> <p>Supplier provides daily service only. = 2</p> <p>Supplier provides daily and weekly services. = 3</p> <p>Supplier provides daily, weekly, monthly services and special request. = 4</p>	10

			<p>numbers, emails and contact name).</p> <p>NCR will call and confirm the details contained in the documents.</p>		
4.	Disposal methodology	<p>Methodology plan should include the following but not limited to these only:</p> <p>a) Notify the client of the files due for disposal.</p> <p>b) Client gives permission for disposal.</p> <p>c) System and equipment used to dispose records</p>	Methodology plan	<p>No plan submitted or plan submitted but does not address relevant requirements = 1</p> <p>Response successfully addresses one of three items as per the methodology Plan requirement. = 2</p> <p>Response successfully addresses two of three items as per the methodology Plan requirements. = 3</p> <p>Response successfully addresses three</p>	20

				of three items as per the methodology Plan requirements. = 4	
5.	CV of the Key Records Manager	<p>a) The bidder must provide proven information relating to the experience and expertise of the records manager</p> <p>b) Supported by references with knowledge of the Records Management and related National Archives Legislative framework.</p>	CV	<p>No submission of CV = 1</p> <p>CV submitted indicating no experience to one year of experience. = 2</p> <p>CV submitted indicating two to five years of experience. = 3</p> <p>CV submitted indicating five to ten years of experience. = 4</p> <p>CV submitted indicating ten years and more years of experience. = 5</p>	10
6	Compliance	6.1 Submit proof relating	Valid certificates	No submission of certificates = 1	15

		to 4.5.8 of the TOR		Submitted less than 50% of certificate = 2 Submission of 50% certificates = 3 Submission of all certificates = 4	
Total					100
Minimum threshold					70%

10. FUNCTIONAL EVALUATION (SITE VISIT)

10.1 The bid/proposal will be evaluated for functionality and be rated as follows:

10.1.1 Values: 1=Poor, 2=Average, 3=Good, 4=Very Good,

Technical Requirements: Technical / Functional Criteria (Site visit)	Weight
1. Storage warehouse	35

<p>1.1 Access Control Register, Biometric, or a form of Controlled access.</p> <p>1.2 Facility should be purpose built place for storage or records.</p> <p>1.3 Facility to be in access controlled area.</p> <p>1.4 24/7 Video surveillance system on site.</p> <p>1.5 24/7 hour guarded security on site</p> <p>1.6 SABS approved facility where temperature and humidity is controlled to ensure data is stored under optimal conditions.</p> <p>1.7 Alarm system on site. This will be tested on site.</p> <p>Score allocation:</p> <p>The bidder does not comply with the requirements = 1</p> <p>The bidder comply with one to two of the requirements = 2</p> <p>The bidder comply with three to five of the requirements = 3</p> <p>The bidder comply with all of the requirements = 4</p>	
<p>2. Compliance certificate</p>	<p>15</p>
<p>2.1 The following compliance certificates are available on site:</p> <p>2.1.1 ECC (Electric Earthling Certificate)</p> <p>2.1.2 SAIDA (South African Intruder Detection Services Association Certificate)</p> <p>2.1.3 VAMSA (Video Alarm Monitoring South Africa) and Service Level Agreement.</p> <p>2.1.4 Electric Fencing Certificate.</p> <p>2.1.5 Generator and Transformer Certificate and Maintenance Invoices or Proof Maintenance done.</p> <p>Score allocation:</p> <p>Provide no certificate = 1</p>	

<p>Provide two to two certificates = 2</p> <p>Provide three certificates = 3</p> <p>Provide five certificates = 4</p>	
<p>3. Key Register</p>	5
<p>3.1 Spare keys kept on site</p> <p>3.2 Spare keys available and a key register implemented</p> <p>Score allocation:</p> <p>No spare keys kept on site = 1</p> <p>Spare keys available and key register implemented = 4</p>	
<p>4. Control Room</p>	15
<p>4.1 Are all Control Room Operators PSIRA registered? If yes, please provide the proof.</p> <p>4.2 Is there an Occurrence Book? If yes, please provide the proof.</p> <p>4.3 Does the control room have working communication channels (such as cell phone, landline telephones, radio communication) whereby security officials from outside can reach or access the control room? If yes, please provide the proof.</p> <p>4.4 Does the control room have a list of emergency numbers displayed in the control room? If yes, please provide the proof.</p> <p>Score allocation:</p> <p>Control Room Operators are not PSIRA registered, no proof of an occurrence register, working communications and emergency numbers = 1</p> <p>Control Room Operators are PSIRA registered, proof provided = 2</p> <p>Proof provided in respect of registered PSIRA control room operators, occurrence register, working communication = 3</p>	

Control Room Operators are PSIRA registered, provide proof of an occurrence register, working communications and emergency numbers = 4	
5. Lighting	10
<p>5.1 Are lights connected to a generator and does the generator have a UPS in case of power failure?</p> <p>5.2 Does the generator and UPS switch over automatically or should it be done manually? This will be tested on site</p> <p>Score allocation:</p> <p>No generator and UPS = 1</p> <p>Lights are connected to the generator and the generator have a UPS in case of a power failure = 2</p> <p>Lights are connected to the Generator and UPS switch over manually = 3</p> <p>Lights are connected to the generator and UPS switch over automatically during a power failure = 4</p>	
6. Standard Operating Procedure	20
<p>6.1 Are the following Standard Operating Procedures in place and when last were they reviewed?</p> <p>6.1.1 Disaster Recovery and Business Continuity, review not older than 4years</p> <p>6.1.2 Business code of ethics, review not older than 4 years</p> <p>6.1.3 Security Policy, review not older than 4 years</p> <p>6.1.4 Incident Management Policy, review not older than 4years</p> <p>6.1.5 Crisis Management Policy, review not older than 4 years</p> <p>6.1.6 Pump House and Sprinkler Policy, review not older than 4years</p> <p>6.1.7 Smoking in the Workplace Policy, review not older than 4 years</p> <p>6.1.8 Data Backup and Retentions Policy, review not older than 4 years</p>	

6.1.9 Hot Work Policy, review not older than 4 years	
6.1.10 Information Security Policy, review not older than 4 years	
Score allocation:	
Standard Operating Procedures not submitted = 1	
Standard Operating Procedures submitted. Provided evidence of one to three of the abovementioned requirements = 2	
Standard Operating Procedures submitted. Provided evidence of four to seven of the abovementioned requirements = 3	
Standard Operating Procedures submitted. Provided evidence of the abovementioned requirements = 4	
Total	100
Minimum threshold	70%

11. Pricing

A competitive pricing package for all the associated services should include the following:

11.1 Initial Costing of Services:

- Transport per journey (radius 60 km)
- Collection (minimum rate per trip)
- Collection (minimum rate per box)
- Cost of box barcode labels
- Costs per box: off-site storage boxes (435mmL x 340mmL x 250mmD)
- Jumbo storage boxes (460 mmL x 340 mmW x 250 mmD)
- Lever Arch storage box (460 mmL x 340 mm x 285 mmD)
- Packing (per box)
- Packing (per hour)
- Packing (per day)
- Storage per month (costs per box)
- Handling fees per box (for collection)
- Handling fees per box (for retrieval)
- Handling fees per box (for permanent withdrawal)
- Handling fee per box (for onsite and offsite destruction)

- Capturing/pre-indexing costs per line/box
- Indexing per line/box (box registration costs)
- Permanent withdrawal fee.

11.2 Retrieval and/or incidental costs:

- Search fee per record (if any)
- Normal 24-hour delivery per box /record and
- Express (request before 10 am) delivery per box/per record (after 2 pm)
- Speed, express or shuttle delivery charge when required (if any)
- Collection/ returns per box/record
- Delivery charged per box
- Delivery charged per trip
- Fax, telephone or e-mail requests fees (if any)
- Database user fees (if any)
- Any other media e.g. compact disks (CDs), digital video disks (DVDs) fees (clearly labelled as per requirements)
- Destruction costs per box/per file
- Cost for ICT back-up service

11.3 Price Escalation

- All prices must be VAT inclusive and quoted in South African Rand (ZAR)
- If prices are not valid for five (5) years, provide details of yearly price escalation and the basis on which such adjustments shall be applied e.g. CPI, also provide details of your cost breakdown
- NCR would like to engage a service provider for a fixed cost for 5 years

ANNEXURE A: PRICING SCHEDULE

PRICING STRUCTURE PER ITEM/SERVICE

1. INITIAL COSTING PER ITEM/SERVICES:		PRICING
1.1	Travelling or transport cost per km: Between the offsite storage facility and the NCR offices: 127-15th Road, Randjespark, Midrand 232-15th Road, Randjespark, Midrand	
1.2	Collection of new boxes for storage (Rate per box)	
1.3	Cost of box barcode labels	
1.4	Costs per box: off-site storage boxes (435mmL x 340mmL x 250mmD)	
1.5	Cost per box: offsite storage boxes Jumbo storage boxes (460 mmL x 340 mmW x 250 mmD)	
1.6	Cost per box: offsite storage boxes Lever Arch storage box (460 mmL x 340 mmW x 285 mmD)	
1.7	Storage per (cost per box)	
1.8	Handling fees per box (for collection)	
1.9	Handling fees per box (for retrieval)	
1.10	Handling fees per box (for permanent withdrawal) and fees	
1.11	Handling fees per box (for onsite destruction; NCR premises)	
1.12	Handling fees per box (for offsite destruction; Service provider facility)	
1.13	Capturing or pre-indexing costs per line or box	
1.14	Indexing per line or box (box registration costs)	
1.15	Costs for provision of index reports	
2. RETRIEVAL AND OR INCIDENTAL COSTS		
2.1	Search fee per record (if any)	

2.2	Normal 24-hour delivery per box or record	
2.3	Express (request before 10am) delivery per box or record (after 2pm)	
2.4	Speed, express or shuttle delivery charge when required (if any)	
2.5	Collection or return per box or record	
2.6	Delivery charged per box	
2.7	Delivery charged trip	
2.8	Fax, telephone or email requests fees (if any)	
2.9	Database user fees (if any)	
2.10	Any other media e.g. compact disks CD's), digital video disks (DVD's) fees (clearly labelled as per requirements)	
2.11	Destruction costs per box or per file (onsite and offsite)	
2.12	Cost for IT back-up service and boxes	
2.13	Cost for daily collection and delivery for backup storage service (Indicate costing per month for daily delivery of backup data)	
3. DOCUMENT SCANNING SERVICE		
3.1	Cost for scanning per page retrieve scanned documents	
3.2	Costs to retrieve scanned documents	
4. STATIONARY		
4.1	Supply and delivery of e.g. storage boxes, box barcode labels etc.	
GRAND TOTAL: ITEMISED BILLING		

-----END-----