

NOTIFICATION OF TENDER ADVERT

Bid Number:SASSA: 08-22-CS-HO

Bid Description:The South African Social Security Agency hereby invites proposals from potential service provider for the co-sourcing of the beneficiary records management services for a period of three (03) years

Name of Institution:South African Social Security Agency(SASSA)

Place where goods, works or services are required:

National

Date Published: 15 July 2022

Closing Date / Time: 05th August 2022@11:00am

Enquiries:

Contact Person:Mr Ramasekiwa Tshokwe

Email: RamasekiwaT@sassa.gov.za

Telephone number: 012 400 2413

FAX Number:

Where bid documents can be obtained:

Website:<https://etenders.treasury.gov.za/>

<https://sassa.gov.za>

Physical Address:Where bids should be delivered:

Physical Address:SASSA Head Office, 501 Prodinsa Building, Cnr Steve Biko (Beatrix) and Pretorius streets, Arcadia, Pretoria

Compulsory Briefing Session

Non-compulsory online briefing session will be held on:

Date:21 July 2022

Time:10:00 am

Venue: Virtual(Microsoft Teams)

Bidders to register from the date of an advert and at least a day before briefing session as per the advert by providing company name, contact details and at least one representative to enable SASSA to provide bidders with a link. Details must be sent to email address: RamasekiwaT@sassa.gov.za



*paying the right social grant, to the right person,
at the right time and place. NJALO!*



PART A INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (SASSA)					
BID NUMBER:	SASSA: 08-22-CS-HO	CLOSING DATE:	05 August 2022	CLOSING TIME:	11:00 AM
DESCRIPTION	The South African Social Security Agency hereby invites proposals from potential service provider for the co-sourcing of the beneficiary records management services for a period of three (03) years				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (STREET ADDRESS)					
SASSA HEAD OFFICE, GROUND FLOOR; 501 PRODINSA BUILDING, CNR. STEVE BIKO AND PRETORIUS, ARCADIA, 0083					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Mr Ramasekiwa Tshokwe		CONTACT PERSON	Mr MKKR Molosiwa	
TELEPHONE NUMBER	012 400 2413		TELEPHONE NUMBER	012-400-2017	
FACSIMILE NUMBER	N/A		FACSIMILE NUMBER	N/A	
E-MAIL ADDRESS	RamasekiwaT@sassa.gov.za		E-MAIL ADDRESS	KatlegoMo@sassa.gov.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		<input type="checkbox"/> Yes <input type="checkbox"/> No [IF YES, ANSWER THE QUESTIONNAIRE BELOW]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					
IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A BRANCH IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?				<input type="checkbox"/> YES <input type="checkbox"/> NO	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.					



PART B TERMS AND CONDITIONS FOR BIDDING

sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

1. BID SUBMISSION:			
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.			
1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.			
1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.			
1.4. THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).			
2. TAX COMPLIANCE REQUIREMENTS			
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.			
2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.			
2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.			
2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.			
2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.			
2.6 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.			
2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."			
SIGNATURE OF BIDDER:	DATE
CAPACITY UNDER WHICH THIS BID IS SIGNED (Attach proof of authority to sign this bid; e.g. resolution of directors, etc.)			
TOTAL NUMBER OF ITEMS OFFERED		TOTAL BID PRICE (ALL INCLUSIVE)	

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

DATE:

SBD 3.1

PRICING SCHEDULE – FIRM PRICES (PURCHASES)

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

Name of bidder.....	Bid number SASSA: 08-22-CS-HO
Closing Time 11:00	Closing date...05 August 2022.....

OFFER TO BE VALID FOR...90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO.	QUANTITY	DESCRIPTION	BID PRICE IN RSA CURRENCY ** (ALL APPLICABLE TAXES INCLUDED)
----------	----------	-------------	---

- | | | |
|---|--|-----------------------------------|
| - | Required by: | |
| - | At: |
..... |
| - | Brand and model | |
| - | Country of origin | |
| - | Does the offer comply with the specification(s)? | *YES/NO |
| - | If not to specification, indicate deviation(s) | |
| - | Period required for delivery |
*Delivery: Firm/not firm |
| - | Delivery basis | |

Note: All delivery costs must be included in the bid price, for delivery at the prescribed destination.

**** "all applicable taxes" includes value- added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies.**

***Delete if not applicable**

STANDARD BIDDING DOCUMENT (SBD) 4

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

- 1.1** Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
- 1.2** Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

- 2.1** Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES / NO**

- 2.1.1** If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

STANDARD BIDDING DOCUMENT (SBD) 4

2.2 Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

.....

.....

.....

.....

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

.....

.....

.....

.....

3. DECLARATION

I, the undersigned, (name) in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

3.1 I have read and I understand the contents of this disclosure;

3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;

STANDARD BIDDING DOCUMENT (SBD) 4

3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.

3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.

3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

STANDARD BIDDING DOCUMENT (SBD) 4

investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2

- a) The value of this bid is estimated to **not exceed** R50 000 000 (all applicable taxes included) and therefore the **.....90/10.....** preference point system shall be applicable; or
- b) Either the 80/20 or 90/10 preference point system will be applicable to this tender *(delete whichever is not applicable for this tender)*.

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	10
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.

1.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{Pt - P_{\min}}{P_{\min}} \right)$$

Where

Ps = Points scored for price of bid under consideration

P_t = Price of bid under consideration

P_{min} = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

- 5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

- 6.1 B-BBEE Status Level of Contributor: . =(maximum of 10 or 20 points)
(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.)

7. SUB-CONTRACTING

- 7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- 7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....
- iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
-----	--------------------------	----	--------------------------

- v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		

Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:.....

8.2 VAT registration number:.....

8.3 Company registration number:.....

8.4 TYPE OF COMPANY/ FIRM

Partnership/Joint Venture / Consortium

One person business/sole propriety

Close corporation

Company

(Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

Manufacturer

Supplier

Professional service provider

Other service providers, e.g. transporter, etc.

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:.....

8.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a

fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES

1.

2.

.....
SIGNATURE(S) OF BIDDERS(S)

DATE:

ADDRESS

.....

.....

CONTRACT FORM - RENDERING OF SERVICES

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution)...**SOUTH AFRICAN SOCIAL SECURITY AGENCY**.... in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number... **SASSA: 08-22-CS-HO** at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid .
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Broad Based Black Economic Empowerment Status Level of Contribution in terms of the Preferential Procurement Regulations 2011;
 - Declaration of interest;
 - Declaration of bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfillment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.

NAME (PRINT)

CAPACITY

SIGNATURE

NAME OF FIRM

DATE

WITNESSES

1

2

DATE:

SBD 7.2

CONTRACT FORM - RENDERING OF SERVICES**PART 2 (TO BE FILLED IN BY THE PURCHASER)**

1. I..... in my capacity as..... accept your bid under reference numberdated.....for the rendering of services indicated hereunder and/or further specified in the annexure(s).
2. An official order indicating service delivery instructions is forthcoming.
3. I undertake to make payment for the services rendered in accordance with the terms and conditions of the contract, within 30 (thirty) days after receipt of an invoice.

DESCRIPTION OF SERVICE	PRICE (ALL APPLICABLE TAXES INCLUDED)	COMPLETION DATE	B-BBEE STATUS LEVEL OF CONTRIBUTION	MINIMUM THRESHOLD FOR LOCAL PRODUCTION AND CONTENT (if applicable)

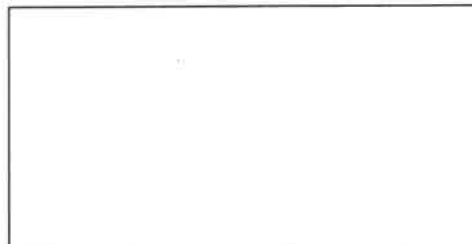
4. I confirm that I am duly authorised to sign this contract.

SIGNED ATON.....

NAME (PRINT)

SIGNATURE

OFFICIAL STAMP



WITNESSES

1

2

DATE:

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT: GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1.	Definitions
2.	Application
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6.	Patent rights
7.	Performance security
8.	Inspections, tests and analysis
9.	Packing
10.	Delivery and documents
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14.	Spare parts
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18.	Contract amendments
19.	Assignment
20.	Subcontracts
21.	Delays in the supplier's performance
22.	Penalties
23.	Termination for default
24.	Dumping and countervailing duties
25.	Force Majeure
26.	Termination for insolvency
27.	Settlement of disputes
28.	Limitation of liability
29.	Governing language
30.	Applicable law
31.	Notices
32.	Taxes and duties
33.	National Industrial Participation Programme (NIPP)
34.	Prohibition of restrictive practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 "Corrupt practice" means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.
 - 1.7 "Day" means calendar day.
 - 1.8 "Delivery" means delivery in compliance of the conditions of the contract or order.
 - 1.9 "Delivery ex stock" means immediate delivery directly from stock actually on hand.
 - 1.10 "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 "Dumping" occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the

RSA.

- 1.12 "Force majeure" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 1.13 "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
- 1.14 "GCC" means the General Conditions of Contract.
- 1.15 "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
- 1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
- 1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
- 1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
- 1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.
- 1.20 "Project site," where applicable, means the place indicated in bidding documents.
- 1.21 "Purchaser" means the organization purchasing the goods.
- 1.22 "Republic" means the Republic of South Africa.
- 1.23 "SCC" means the Special Conditions of Contract.
- 1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such

obligations of the supplier covered under the contract.

- 1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

2. Application

- 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
- 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
- 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. General

- 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
- 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za

4. Standards

- 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

5. Use of contract documents and information; inspection.

- 5.1 The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 5.2 The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
- 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.
- 5.4 The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. Patent rights

- 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

7. Performance security

- 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
- 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.
- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
 - (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. Inspections, tests and analyses

- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or

analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.

9. Packing

- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. Delivery and documents

- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.
- 10.2 Documents to be submitted by the supplier are specified in SCC.

11. Insurance

- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

12. Transportation

- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. Incidental services

- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

- (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
- (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.

13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

14. Spare parts

14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
- (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. Warranty

15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take

such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

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| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfillment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p> |
| 19. Assignment | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p> |
| 20. Subcontracts | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p> |
| 21. Delays in the supplier's performance | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the</p> |

supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without canceling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. Penalties

22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

23. Termination for default

23.1 The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

- (a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;
- (b) if the Supplier fails to perform any other obligation(s) under the contract; or
- (c) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2 In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3 Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

23.4 If a purchaser intends imposing a restriction on a supplier or any

person associated with the supplier, the supplier will be allowed a time period of not more than fourteen (14) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated fourteen (14) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5 Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6 If a restriction is imposed, the purchaser must, within five (5) working days of such imposition, furnish the National Treasury, with the following information:

- (i) the name and address of the supplier and / or person restricted by the purchaser;
- (ii) the date of commencement of the restriction
- (iii) the period of restriction; and
- (iv) the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7 If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than five years and not more than 10 years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

**24. Anti-dumping
and countervailing
duties and rights**

24.1 When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which

may be due to him

**25. Force
Majeure**

- 25.1 Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure.
- 25.2 If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

**26. Termination
for insolvency**

- 26.1 The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

**27. Settlement of
Disputes**

- 27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.
- 27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.
- 27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.
- 27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.
- 27.5 Notwithstanding any reference to mediation and/or court proceedings herein,
- (a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and
 - (b) the purchaser shall pay the supplier any monies due the supplier.

**28. Limitation of
liability**

- 28.1 Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;
- (a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

- (b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
- 29. Governing language** 29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.
- 30. Applicable law** 30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.
- 31. Notices** 31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice
- 31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.
- 32. Taxes and duties** 32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.
- 32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.
- 32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.
- 33. National Industrial Participation Programme (NIP)** 33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
- 34. Prohibition of Restrictive practices** 34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).
- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.



TERMS OF REFERENCE FOR THE CO-SOURCING OF THE BENEFICIARY RECORDS MANAGEMENT SERVICES FOR A PERIOD OF THREE (03) YEARS

1. INTRODUCTION

The South African Social Security Agency (SASSA) was established in terms of Section 2 of the South African Social Security Agency Act, 2004 (Act No.9 of 2004). SASSA is a schedule 3A statutory body in terms of the Public Finance Management Act, 1999 (Act No. 1 of 1999, as amended), which is responsible for the management, administration and payment of social assistance grants.

2. BACKGROUND

- 2.1 SASSA is a custodian of high volumes of beneficiary records (**58 299 995 as at 31 May 2022**) which are currently managed in Records Management Centres (RMCs) situated in nine regions (1 Records Management Centre per region). **NB:** Volumes increase on a daily basis. The breakdown of records volumes per region are as follows:

REGION	POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE	CURRENT FILE VOLUMES FOR THE REGION	CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH
Eastern Cape	East London	8 386 871	0.35
Free State	Bloemfontein	2 776 609	0.17
Gauteng	Johannesburg(Selby)	7 647 518	0.36
Kwa-Zulu Natal	Pinetown	13 169 115	0.74
Limpopo	Polokwane	8 412 095	0.74
Mpumalanga	Nelspruit	4 927 214	0.65
Northern Cape	Kimberly	2 776 609	0.83
North West	Mafikeng	4 590 900	0.55
Western Cape	Cape Town	5 613 064	0.41

NB: The volumes provided above may increase or decrease during the contract duration.

- 2.2 The management of the beneficiary records takes place as follows:
- 2.2.1 Co-Source Arrangement – Storage and retrieval functions are performed by a service provider specializing in records management in Regions – **Co-source arrangement.**
- 2.3 The Agency has a responsibility of ensuring that the beneficiary records are stored and managed in a manner that will preserve them for as long as they are needed. It also has to ensure that during their lifecycle they are safe, accounted for, retrievable and not damaged.

Bidder's Initial:.....

3. PROJECT OBJECTIVES

3.1 SASSA seeks to enter into a co-source agreement with a competent records management company which has knowledge and experience in the provision of:

3.1.1 Transportation, offsite storage, maintenance, retrieval services and support services for files. The records storage facilities must be located in all nine regions, **within the 30 km radius of the current SASSA Records Management Centres**, for ease of access by SASSA.

3.2 The service provider must also provide office accommodation for SASSA's Records Management Centre (RMC) staff performing registry functions linked to the beneficiary records, within the offsite records storage facility per region.

4. PROJECT SCOPE

4.1. The service provider is expected to provide the following services:

PHASE ONE

4.1.1. Initial Records Intake Exercise

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|--|
| ✓ Collect, upload files/boxes and transport them from the current Records Management Centres to the new service provider's premises. |
| ✓ Replace plastic boxes in Eastern Cape Records Management Centre with appropriate boxes. |
| ✓ Develop the Initial Records Intake Plan with clear responsibilities of both parties and time lines. The Initial Records Intake Exercise must cover the following: <ul style="list-style-type: none">• Time Frames (including capturing of files onto the Service Provider's system);• The Plan must make provision for records to be captured into the system of service provider as and when they are being received;• Enable access to the records, as and when required by SASSA, during the intake exercise. |
| ✓ Account for each record that has been received from current storage facility of SASSA; |
| ✓ No interim storage space, files must be moved to a permanent storage area from the onset. |

ONGOING PHASE

4.1.2. Records Transportation, Storage, Maintenance, Retrieval Services, Support Services and Office Accommodation for SASSA Staff

4.1.2.1. Records Transportation Services

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| ✓ Collect files from SASSA Offices outlined in the Terms of Reference. <ul style="list-style-type: none">○ Refer to Annexure A for collection points per region and distances. |
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Bidder's Initials.....

NB: It is important to indicate that the number of collection points may increase or decrease during the duration of the contract. The routes may also change.

- Collection must be scheduled on a weekly basis (**based on each SASSA Local Office confirming request for collection**) per collection point. **NB:** The time interval may change during the course of the contract.
- Delivery of files from the collection points to the RMC may change with developments as per the ICT systems support (ongoing scanning and online grants applications).
- Files must be collected from all offices on route (based on each Local Office confirming request for collection).
- RMC must be able to acknowledge receipt of files at file level.
- Secure and safe transport as per National Archives Requirements must be used always (**Refer to the National Archives Act**).
- ✓ Deliver files as and when required by SASSA (72 hours from the collection point, Local Office to the RMC/**in line with Covid-19 protocols**).
- ✓ The Service Provider must provide and maintain an electronic document tracking system that will be used for tracking the collection and delivery of records. SASSA must have access to the system. The system must:
 - Alert the service provider of collections that must be made from Local Offices.
 - Enable tracking at file level with audit trail. There must be access to different levels to locate the whereabouts of the files and transfer of ownership.
- ✓ The files collected from SASSA Collection Points will be delivered to SASSA RMC/working area (within the Service Provider's premises) for processing, subsequent to which they will be collected by the service provider for storage in the warehouse.
 - An electronic document tracking system shall be used to confirm the transfer of files from the collection points until storage in the warehouse.
- ✓ The Service Provider retrieve records as and when necessary.

4.1.2.2. Storage

- ✓ Provide secure off-site storage for files which meet the standards prescribed in the:
 - **Annexure 20:** Checklist for Offsite Storage Facilities, **Annexure 21:** Protecting Records against various Perils, Part 5 of the Records Management Policy Manual (Version of October 2007) and all other applicable requirements from the National Archives and Records Services of South Africa (NARS).
 - Commercial Offsite Records Storage Regulations.

Bidder's Initials.....

<ul style="list-style-type: none"> ○ International Standard – ISO 11799 – Information and Documentation: Document Storage Requirements for Archive and Library Material. ○ The detailed standards outlined in the above mentioned documents cover the following categories: <ul style="list-style-type: none"> ▪ Security Measures; ▪ Disaster Management; ▪ Facility Design and Location; ▪ Records Transportation Vehicles; ▪ Internal Policies and Procedures; ▪ Storage Capabilities; ▪ Physical Care Services; ▪ Customer Care Services.
<ul style="list-style-type: none"> ✓ The storage facilities must be located in 9 regions, in the following areas: <ul style="list-style-type: none"> ○ Eastern Cape – East London; ○ Free State – Bloemfontein; ○ Gauteng – Johannesburg; ○ Kwa-Zulu Natal – Pinetown; ○ Limpopo – Polokwane; ○ Mpumalanga – Nelspruit; ○ Northern Cape – Kimberly; ○ North West – Mafikeng; ○ Western Cape – Cape Town. ✓ The service provider must have footprint, as per above mentioned SASSA requirements: <ul style="list-style-type: none"> • The service provider must ensure readiness/availability of facility by the time of commencement of the contract; • SASSA must have access to the facilities three (03) months prior to the commencement date of the contract; • These facilities must be within the 30 km radius of current SASSA Records Management Centres, for ease of access by SASSA.

4.1.2.3. Records Maintenance Services

<ul style="list-style-type: none"> ✓ Initial Services: <ul style="list-style-type: none"> ○ New box provision when required; ○ Packaging; ○ Data Entry; ○ Indexing; ○ And other related services. Records must be captured into the system of the appointed service provider within the first six months of signing the service level agreement (Refer to Annexure J).
<ul style="list-style-type: none"> ✓ Filing and Refiling in the Warehouse – once a file has been retrieved, re-boxed and handed over to the service provider, it must be re-traceable within 24 hours ✓ 72 hours for larger projects (ie destruction projects) (No backlogs of not being able to retrieve the file).
<ul style="list-style-type: none"> ✓ File Locating and Retrieval Services: <ul style="list-style-type: none"> ○ Locating:

Bidder's Initials.....

<ul style="list-style-type: none"> ▪ Have track and trace capabilities and be able to file and draw files when required. ○ Retrieval: <ul style="list-style-type: none"> ▪ Retrieval for Special Projects – must be done at a box level for scanning, destruction, quality assurance and other similar projects. ▪ Retrieval for day to day operations must be done at file level; ▪ Retrieval must be done within the following time frames: <ul style="list-style-type: none"> • 1 day (within 24 hours) after receiving file request from SASSA. Normal request: 500 files p/day. • Within 4 hours after receiving file request from SASSA. Special request: 50 files in four hours. • Bulk retrievals will also be required according to the project time lines which will be agreed upon. Where bulk retrievals cannot be done per box, the service provider must provide 1500 files. • Retrieval of loose correspondence – per ID number. ○ Management of files <ul style="list-style-type: none"> ▪ System must be compatible with existing (bar codes) ▪ Boxes must be full at all times (average of 100) ▪ System must record details of loose correspondence – Details must be recorded per box.
<ul style="list-style-type: none"> ✓ Media Products: <ul style="list-style-type: none"> ○ Service Provider will provide boxes and file stickers as and when the need is identified by SASSA/Service provider (replacement of damaged boxes and new boxes for new files). <ul style="list-style-type: none"> ▪ Standard Carton Base with Lid; ▪ Loose correspondence boxes – the box wallets must fit into the normal size box;

4.1.2.4. Support Services

<ul style="list-style-type: none"> ✓ Reporting – electronic access to the reports is required. ○ Report required by SASSA for operational purposes must cover the following areas: <ul style="list-style-type: none"> ▪ Retrievals performed per month: <ul style="list-style-type: none"> ✓ Main files; ✓ Loose Correspondence and boxes. ▪ Quantities of files collected from each collection point per Local Office per region per month; ▪ Number of trips undertaken per office per month; ▪ Number of files filed in the Registry (Records Storage Facility) per month; ▪ Number of new boxes provided to SASSA per month; ▪ Contract Exceptions (incidents of non-compliance to SLA (Refer to Annexure J) per month – SASSA and service provider to note and report on any discrepancies during the collection of records, including incidents of actual records collected not matching with what they were requested to collect.

Bidder's Initials.....

- Provide access to SASSA to extract the SASSA data base of records kept at their registry and all reports associated with management of the records as per the contract.

NB: SASSA's expenditure must be included in the reports. Savings suggestions must also be included in the report.

- Each RMC Manager must receive his/her report monthly – by the 3rd working day of each month.
- The Project Manager at SASSA Head Office must receive a consolidated report for all regions on a monthly basis.
- **NB:** Example/Format of the proposed report template must be part of the bid proposal.

4.1.2.5. Office Accommodation for SASSA Staff

✓ The service provider is expected to provide office accommodation for SASSA staff, within the premises of the offsite storage facilities and the services specified in this bid document:

- Office space requirements – refer to **Annexure B** for office space requirements;
- Facilities maintenance and OHS requirements – refer to **Annexure C**;
- Cleaning & Sanitation Services – refer to **Annexure D** for cleaning and sanitation requirements;
- Security Services – refer to **Annexure E** for security requirements;
- ICT Network requirements (multi-purpose machines included) refer to **Annexure F** for ICT network requirements;
- Scanning Bureau Requirements – refer to **Annexure B**.
- Shredding machine requirements:
 - **Three-phase Power Plug:** 380-400Vac, 3-phase3 + Neutral + Earth, 5 – pins 32 amps per line, 60 Amp Circuit breaker on Distribution Board, Female "Caravan" type socket with isolater switch mounted on wall;
 - **Power Cable from Distribution Board to 3 Phase Plug requires:** 5 wires, minimum thickness of each wire: 4 mm;
 - **Distribution Board:** 60 Amp Circuit Breaker required from distribution board to 3 phase power plug;
 - Entrance to shredding room must have a double-door.

✓ The office space must comply with Occupational Health and Safety Requirements.

✓ The bidders are expected to attach a plan on how the office space will be refurbished/created to meet SASSA requirements. The timelines must also be clearly outlined.

✓ The bidders are expected to attach a **Covid – 19 Response plan** on how they plan to mitigate the impact of the **Covid - 19 pandemic and reduce the risks of transmission from paper (plan must be based on scientific evidence from reputable Health Research Institutions)**. (For any future pandemics plans would be requested at a later stage).

Bidder's Initials.....

5. COLLECTION POINTS FOR THE INITIAL INTAKE EXERCISE

5.1 The records will be collected from the following regional collection points as part of the initial intake exercise:

REGION	POINT OF COLLECTION FOR INITIAL INTAKE EXERCISE	CURRENT FILE VOLUMES FOR THE REGION	CURRENT ESTIMATES FILE VOLUMES GROWTH RATE PER MONTH
Eastern Cape	East London	8 386 871	0.35
Free State	Bloemfontein	2 776 609	0.17
Gauteng	Johannesburg(Selby)	7 647 518	0.36
Kwa-Zulu Natal	Pinetown	13 169 115	0.74
Limpopo	Polokwane	8 412 095	0.74
Mpumalanga	Nelspruit	4 927 214	0.65
Northern Cape	Kimberly	2 776 609	0.83
North West	Mafikeng	4 590 900	0.55
Western Cape	Cape Town	5 613 064	0.41

NB: The actual volumes of records (volumes of main files and loose correspondence) will be confirmed one month before they are collected.

6. CONTRACT MANAGEMENT RESPONSIBILITIES

SASSA shall:

- 6.1 Provide the successful service provider with reasonable information relating to services required as well as SASSA's Records Management Policy.
- 6.2 Grant the successful service provider's staff access to SASSA's premises for file collection in line with the applicable security measures.
- 6.3 Conduct regular compliance inspections in line with the National Archives, Occupational Health and Safety, Security Requirements and all Commercial Records Management Regulations.
- 6.4 Comply to the contract and Operational SLA (**Refer to Annexure J**) provisions.

6.5 Payment for Services

SASSA shall pay for services on a monthly basis after having been presented with invoices and statements accompanied by supporting documentation that will be agreed upon during contract signing.

The Service Provider shall:

- 6.5 Provide compliant storage facilities and fully fledged office accommodation (as per Terms of Reference) for the period of the validity of the contract.
- 6.6 Buildings must be accessible to all different types of disabilities ie. Such as to provide a lift/hoist where there is a multi-storey building for the persons with physical disabilities, etc. (**Refer to Annexure B – Office Space Requirements - should also cater for persons with disabilities**).

Bidder's Initials.....

- 6.7 Conduct business in a courteous and professional manner.
- 6.8 Provide the necessary documentation as requested prior to the awarding of the contract.
- 6.9 Comply with all contract and Operational SLA (**Refer to Annexure J**) provisions.
- 6.10 Allow SASSA physical access to the records storage area for monitoring purposes and other special reasons that SASSA will communicate in advance before requesting access.
- 6.11 **Disaster Management, Urgent Services & Emergencies:** In the event of any incident relating to the safe keeping of SASSA records, which may occur and are not specified in this bid document, that service must be undertaken by the appointed service provider, in line with the applicable SCM Procedures as and when required.

7 DURATION

The duration of the contract will be for **36 months (03 years)** as specified in the contract. The regions are expected to have access to the Records Management Centers three (03) months prior to the beginning of the new contract, in line with the expected date commencement and expected date of **01 March 2023** or as specified in the contract.

8 PRICING

8.1 Pricing Instructions

NB: The bidders must complete the attached Price Template (Annexures I).

- 8.1.1 The service provider is expected to take responsibility and accountability for the box and its contents (records) from the point of collection, storage and retrieval.
- 8.1.2 There are services that must be charged at the transaction fee level (specifically for the routes) and other services that must be charged at a management fee/flat rate. The service provider is expected to complete the attached price template (**Refer to ANNEXURE I**):

8.1.2.1 Transaction Fees (**Refer to ANNEXURE I**):

- ✓ Pricing must be done taking into account that the service provider is expected to manage the records at a file level.
- ✓ Every fee must be clearly defined in the price proposal.
- ✓ The transportation of records must be charged per trip.

8.1.1.2 Management Fees

- ✓ The service provider must indicate the fee which will be charged for the services listed on **ANNEXURE I** per month.

Bidder's Initials.....

8.1.2 The price must be specific in terms of the following:

8.1.2.2 The price must be fixed for the duration of the contract;

8.1.2.3 The service provider must note that the price increase permitted by SASSA is in line with CPI only.

8.1.3 Terms and Price of Permanent Removal or eventual move-out (i.e. when SASSA leaves the Service Provider's premises permanently with its records) must be clearly specified and indicated in the price proposal.

8.2 Price Template

8.2.1 The bidder must submit a detailed price structure. The pricing must be strictly done in line with the prescribed template (**ANNEXURE I**).

8.2.2 The price must be inclusive of VAT and firm for the duration of the contract, this must be indicated clearly in the price template. SASSA shall only accept the annual escalations that are aligned to the regulated CPI.

8.2.3 All costs associated with this bid must be clearly stipulated on the prescribed template.

8.2.4 **Price Negotiations:** The successful bidder is expected to enter into price negotiations with the South African Social Security Agency (SASSA).

8.2.5 The completed Price Template must be enclosed in a sealed envelope, separated from the Technical Proposal.

9 RESPONSE REQUIREMENTS

9.1 Accreditation and/or Compliance Certificates

9.1.1 Successful Bidder must provide the following documents five days before Occupation of the building:

- ✓ Electrical certificate of compliance
- ✓ Fire Systems Inspection Bureau;
- ✓ Automatic Sprinkler Inspection Bureau;
- ✓ Fire Detection Installers Association;
- ✓ PRISM International.

9.1.2 Bidders to provide a letter of commitment to provide the below mentioned documents within a period of six (06) months from the commencement of the contract, should they be the successful bidder.

- ✓ Certificate of Occupancy

9.2 Technical Response Requirements:

9.2.1 Technical Proposal must include and follow the order prescribed below:

Bidder's Initials.....

✓	Checklist for submission of bid (Annexure H).
✓	Profile of the Company in relation to records management – current compliance to all regulations, security measures, national footprint, etc.
✓	Fully completed template for experience (Annexure G).
✓	Initial Records Intake Exercise Plan.
✓	Proposed management plans in specified locations for the Records Transportation, Storage, Maintenance, Retrieval, Support Services and Office Accommodation. This must include: (a) Refurbishment of Office Accommodation for SASSA Staff – within three (03) months of award.
✓	Facilities Management Plan on Occupational Health & Safety, Security, Cleaning Services and Facility Maintenance Plan.
✓	Disaster Management Plan which includes, but not limited to: (a) Service Continuity. (I.e. system back up against crashing, cyber-attacks, Industrial action. (b) Disaster Management and Recovery of records after a fire, flooding or any other incident. (c) Covid – 19 Risk mitigation/transmission/reducing and prevention methods.
•	Fully completed Annexure 20 – Checklist for Offsite Storage Facilities from National Archives will be used during site inspection.

9.2.2 All prescribed SBD forms must be fully completed.

9.2.3 The prescribed template: Price Template (**ANNEXURE I**) must be fully completed.

9.2.4 Bidders must initial all pages of the bid specifications.

9.3 Discounts

9.3.1 A bid proposal must reflect all discounts for any service included in the bid. It must distinguish between conditional and unconditional discounts, if any. All these must be reflected separately and the conditions applicable thereto must be specified.

10 EVALUATION CRITERIA

10.1 The bid proposals shall be evaluated in accordance with the **90/10** preference scoring principle.

10.2 The evaluation shall be conducted in two (02) stages as follows:

10.2.1 Stage One: 03 Phases:

- 10.2.1.1 Phase 1: Special Conditions;
- 10.2.1.2 Phase 2: Administrative Compliance;
- 10.2.1.3 Phase 3: Functionality Evaluation.

10.2.2 Stage two: 01 Phase:

- 10.2.2.1 Phase 1: Price and BBBEE Status Level Contributor.

Bidder's Initials.....

10.3 **Stage One: Phase 1 - Special Conditions:**

10.3.1 The bidder must have a minimum of (06) six years' experience in the provision of records management services.

10.3.2 The bidder must have the capability to store and manage high volumes of records as per SASSA requirements of a minimum **60 million records**. The bidder must submit a minimum of one (01) signed and dated reference letter from the listed bidder's clients as indicated on the **Table of Experience (Annexure G)** and **signature date must not be older than 3 months** with the following information:

- Name of the client/organisation;
- Contract period;
- Name and contact details of the Contract Manager;
- Specify services provided (Records storage, maintenance, retrieval and records transportation, etc.);
- Number of records volumes managed by the bidder;
- Reason for termination.

10.3.3 Bidders must provide proof of ownership or intent to lease for storage facilities in all (09) nine provinces.

10.3.4 Bidders must submit a signed letter of commitment to provide records management centres that are ready for occupation by **01 March 2023** for all the (09) nine provinces. **(SASSA must get access to the facility three (03) months prior to the occupation date).**

Failure to comply with the above, will invalidate your bid.

10.4 **Stage One: Phase 2 – Administrative Compliance:**

Administrative Compliance

The bidder must submit the following:

- Tax Compliance Status Pin
- Proof of registration with Central Supplier Database.
- Fully completed and signed SBD Forms

NB: Failure to submit the above documents may invalidate the bid.

10.5 **Stage one: Phase Three – Functional Evaluation**

10.5.1 **EVALUATION CRITERIA** for functionality are listed below:

Bidder's Initials.....

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

EVALUATION CRITERIA																			
Stage one: Phase Three – Functional Evaluation	100																		
1. Initial Records Intake Exercise Plan - SASSA Records being moved from the current RMCs to the Offsite Storage Facilities	15																		
2. Proposed management plans in specified locations for:	35																		
<table border="1"> <thead> <tr> <th>CRITERIA</th><th>WEIGHT</th></tr> </thead> <tbody> <tr> <td>Transportation of Records</td><td>05</td></tr> <tr> <td>Storage</td><td>06</td></tr> <tr> <td>Maintenance</td><td>05</td></tr> <tr> <td>Retrieval</td><td>05</td></tr> <tr> <td>Support Service</td><td>04</td></tr> <tr> <td>Office Accommodation for SASSA staff</td><td>04</td></tr> <tr> <td>Management of SASSA Records as per bid specifications</td><td>06</td></tr> </tbody> </table>	CRITERIA	WEIGHT	Transportation of Records	05	Storage	06	Maintenance	05	Retrieval	05	Support Service	04	Office Accommodation for SASSA staff	04	Management of SASSA Records as per bid specifications	06			
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Maintenance	05																		
Retrieval	05																		
Support Service	04																		
Office Accommodation for SASSA staff	04																		
Management of SASSA Records as per bid specifications	06																		
3. Facilities Management Plans for the RMC's as follows:	12																		
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Facility Maintenance Plan (Electrical, plumbing, HVAC etc.)	03																		
4. Disaster Management Plan which includes,	18																		
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5. Site Inspection: Annexure 20 – Checklist for Offsite Storage Facilities from National Archives will be used during site inspection.	20																		
<table border="1"> <thead> <tr> <th>CRITERIA</th><th>WEIGHT</th></tr> </thead> <tbody> <tr> <td>General Security</td><td>03</td></tr> <tr> <td>Disaster Management and Planning</td><td>04</td></tr> <tr> <td>Facility</td><td>02</td></tr> <tr> <td>Courier Vehicles</td><td>02</td></tr> <tr> <td>Policies and Procedures</td><td>02</td></tr> <tr> <td>Storage Capabilities</td><td>02</td></tr> <tr> <td>Physical Care Services</td><td>02</td></tr> <tr> <td>Customer Care Services</td><td>03</td></tr> </tbody> </table>	CRITERIA	WEIGHT	General Security	03	Disaster Management and Planning	04	Facility	02	Courier Vehicles	02	Policies and Procedures	02	Storage Capabilities	02	Physical Care Services	02	Customer Care Services	03	
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Physical Care Services	02																		
Customer Care Services	03																		

Bidders must score a minimum of 70 points for functionality. Failure to score the minimum score in terms of functionality will render the bid non responsive and the bid will not be evaluated further for price and BBBEE status level of contribution.

10.6 Stage 2: Phase 1 Price and BBBEE Status Level Contributor

10.6.1 Points awarded for B-BBEE Status Level of Contribution

Bidder's Initials.....

Stage Two: Phase One – Price and BBBEE Status Level Contributor	Points
(NB: Pricing must be done in line with the provided template labeled as: Annexure I)	
Price	90
BBBEE Status Level of Contribution	10
TOTAL	100

10.6.2 In terms of Section 6.2 of Addendum to SASSA Policy, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

10.6.3 Bidders must submit a B-BBEE Verification Certificate from a Verification Agency accredited by the South African National Accreditation System (SANAS).

10.6.4 Bidders who qualify as EME must submit a sworn affidavit signed by EME representative and attested by a Commissioner of oaths, or BBBEE certificate issued by CIPC together with the proposal.

11 BID CONDITIONS

11.1 Bidders must submit bid proposals that respond to all requirements specified in the bid specifications. All prescribed services must form part of the bid proposal.

11.2 In addition to an original bid proposal, bidders are encouraged to submit a copy of the original bid proposal.

Bidder's Initials.....

- 11.3 The successful bidder shall be subjected to the security clearance process, should the successful bidder, after being appointed service provider fail the security clearance, the contract may be terminated.
- 11.4 SASSA shall conduct a reference check and site inspections.
- 11.5 The contract duration shall be for **three (03) years (36 months)**.
- 11.6 The successful bidder shall enter into a Services Agreement and Service Level Agreement (**Refer to Annexure J**) with SASSA.
- 11.7 SASSA reserves the right to negotiate price with the successful bidder.
- 11.8 The appointed service provider will be required to develop a plan to mitigate any future pandemics.
- 11.9 Bidders will be invited for a **Non-Compulsory** virtual briefing session.
- 11.10 Bidders must submit the following documents **five (05) days** before occupation of the building (**Failure to provide these documents will result in the cancellation of the contract**):

Original certified Copies (**date of certification must not be older than three (03) months**) of:

- Compliance Certificates/Reports from the National Archives Office for existing storage facilities;
- Fire Compliance Certificates for existing storage facilities;
- Copy of recent inspection report/compliance certificate (less than 12 months) of the firefighting system (including sprinklers) for existing storage facilities;
- Electrical Compliance Certificate from a qualified Electrical Engineer.

12 CHECKLIST FOR SUBMISSION OF BID

Question / Statements	Yes/ No
1. Has the company existed and rendered records storage, maintenance, and retrieval and transportation services for at least six (06) years.	
2. Does the company have proven experience in the Records Management service industry? 2.1 Bidder's Experience Table is fully completed. 2.2 Reference letters from the listed bidder's clients, with all the required information, are attached to the bid proposal.	
3. Does the company use the latest and reliable technology in the management of records which will enhance SASSA's operations?	
4. Does the company have the records storage facilities in the specified locations that are compliant to the Document and	

Bidder's Initials.....

Question / Statements	Yes/ No
Records Management Industry standards, Occupational Health & Safety and National Archives Requirements?	
5. Is the company using the latest and advanced security management systems; which include guard patrols, CCTV, manned gates, perimeter fencing, access control and all other security requirements?	
6. Does the company have an Occupational Health and Safety Policy and Plan?	
7. Does the company have a Disaster Management, and or Covid – 19 mitigation and risk of transmission reduction and Management Plan which is regularly tested?	
8. Has the company attached all its credentials: certificates of compliance, membership to associations and accreditation which cover the current period of this bid, issued in line with the stipulated regulations?	
9. Initial Intake – Does the company have the capability and capacity to relocate (as per Terms of Reference) approximately (58 299 995) as at 31 May 2022) SASSA files from current RMCs to new offsite storage facilities within 4 weeks?	
9.1 The Initial Records Intake Exercise Plan is part of the bid proposal and it is detailed in terms of the activities that SASSA and service provider must execute to ensure smooth transition. The timelines are clearly specified.	
10. All SASSA RMC's will be ready to be moved into and to have their records moved to the new storage facilities with effect from 01 March 2023 .	
11. Does the company have the capability and capacity to transport files from the specified SASSA Offices, on a weekly basis for the duration of the contract?	
11.1 Is the proposed Electronic Document Tracking System part of the bid proposal?	
12. Does the company have the full track & trace capabilities, which will enable SASSA to access files as and when required?	
13. Does the company have the capability to cater for SASSA's record volumes growth in future without disturbing the SASSA's daily operations?	
14. Can the files be retrieved either in a single file or by the box? Being informed by SASSA's requirements at a time of retrieval request.	
15. Will the Company comply with the maximum retrieval turnaround time which is: 24 hours? And also with a lesser turnaround time of up to 4 hours, should a need arise?	
16. Will the company provide a single point of contact for each SASSA Region?	
17. Is the proposed Plan for the Records Transportation, Storage, Maintenance, Retrieval, Support Services part of the bid proposal?	
18. Does the company have the capability and capacity to provide the office space for SASSA staff located in the specified records storage facilities?	
18.1 Will the office space be in line with the requirements specified in the bid specifications?	
18.2 Will the company be ready to accommodate SASSA Officials from Regions with effect from 01 March 2023 ?	

Bidder's Initials.....

Question / Statements	Yes/ No
18.3 Will the following services be provided as required in the bid specifications: cleaning, facility maintenance and security services?	
18.3.1 A detailed plan on how these services will be provided is part of the bid proposal.	
18.4 Is the Refurbishment Plan with clear time frames for all offices in the specified locations attached to the bid proposal? Does the Plan respond to all the requirements outlined in the bid specifications?	
18.5 Will the service provider be able to provide additional office space should a need arise, during the course of the contract?	
PRICE PROPOSAL	
19. Is the price inclusive of VAT?	
20. Does the price proposal cover all aspects of the bid requirements?	
21. Is the price fixed for the duration of the contract?	

Bidder's Initials.....

ANNEXURE A

ANNEXURE A - ROUTES

EASTERN CAPE ROUTES

ROUTE 1

Bizana (from EL 305 km)



Flagstaff



Lusikisiki



Port St Johns



Libode

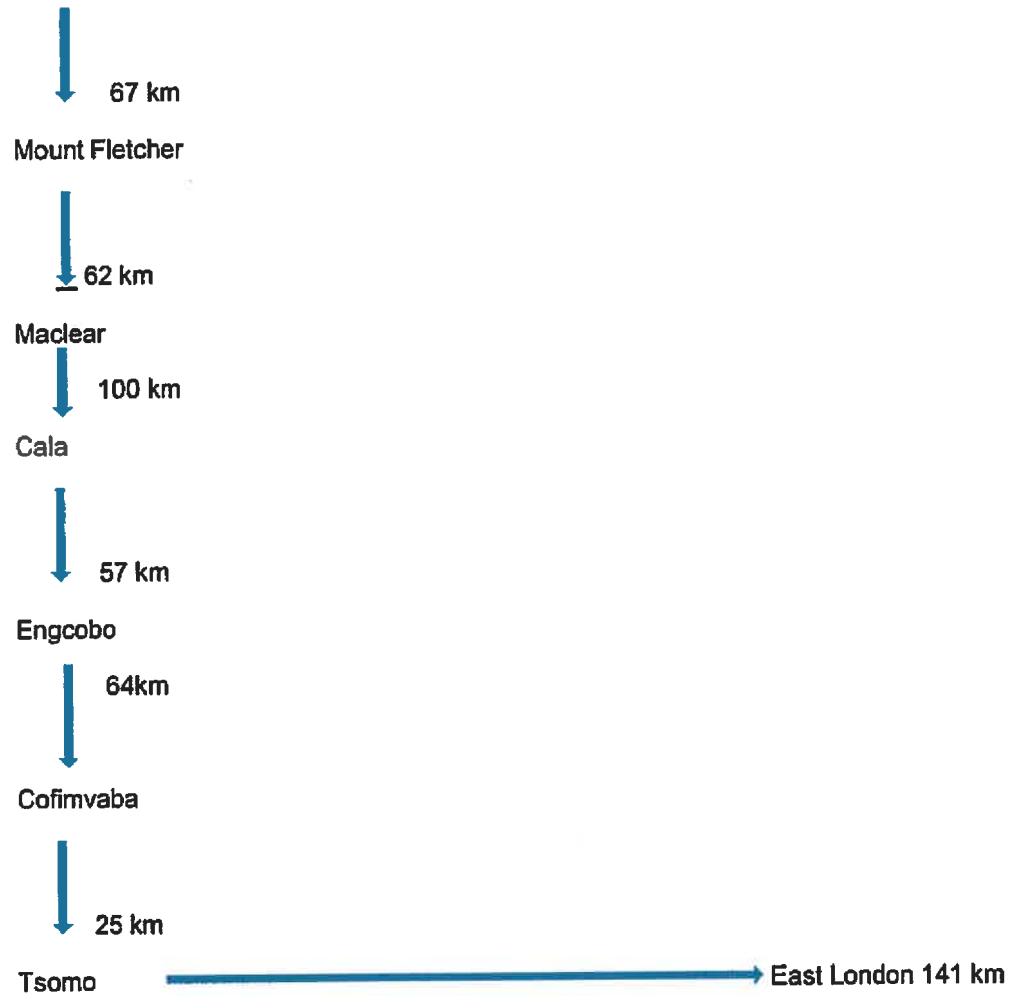


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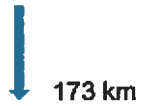
ROUTE 2

Matatiele (from EL 443)



ROUTE 3

Willomore (from EL 289 km)



Graaff Reinet



Somerset East



Middleburg



Cradock



Fort Beaufort



Alice



Middeldrift



East London 104 km

ROUTE 4

Mt Ayliff (from EL 369 km)

72 km

Ntabankulu

34 km

Mt Frere

39 km

Qumbu

27 km

Tsolo

42 km

Mthatha

East London 225 km

```
graph TD; A[Mt Ayliff (from EL 369 km)] -- 72 km --> B[Ntabankulu]; B -- 34 km --> C[Mt Frere]; C -- 39 km --> D[Qumbu]; D -- 27 km --> E[Tsolo]; E -- 42 km --> F[Mthatha]; F -- 225 km --> G[East London];
```

ROUTE 5

Indwe (from EL 290 km)

↓ 122 km
Lady Frere

↓ 83 km
Whittlesea

↓ 41 km
Queenstown

↓ 108 km
Stutterheim

↓ 37 km
Keiskammahoek

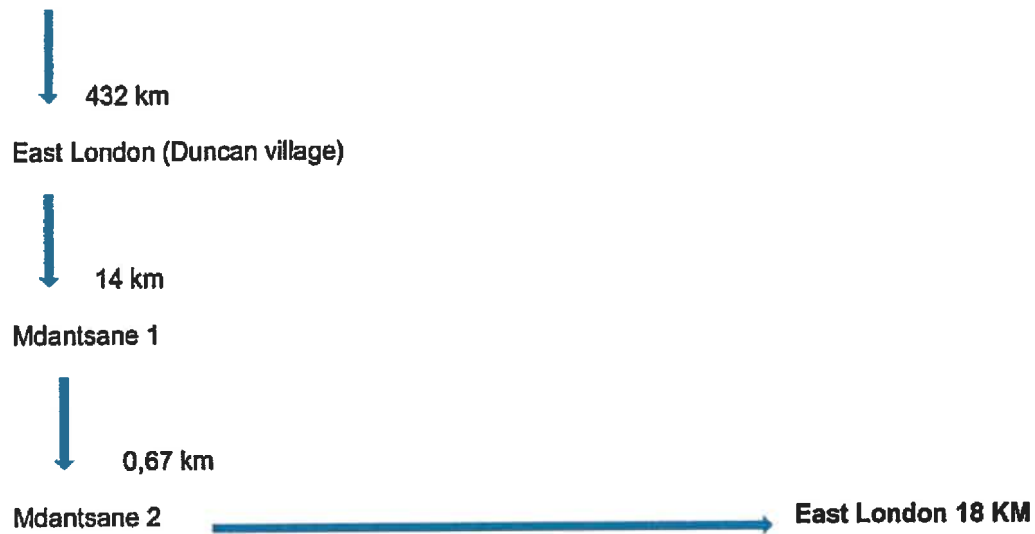
→ East London 107 km

ROUTE 6

Burgersdorp (from EL 332 km)

↓ 56 km
Alwal North

↓ 83 km
Sterkspruit



ROUTE 7

Xhora Ellioddale (from EL 244 km)





ROUTE 8

Kareedouw (from EL 487 km)



ROUTE 9

Kirkwood (from EL 322 km)





FREE STATE ROUTES

ROUTE 1

Sasolburg

71 km

Frankfort

147 km

Kroonstad

76 km

Bothaville

64 km

Odendaalsrus

20 km

Welkom

BLOEMFONTEIN 157 KM

ROUTE 2

SMITHFIELD



Zanstron

144 km

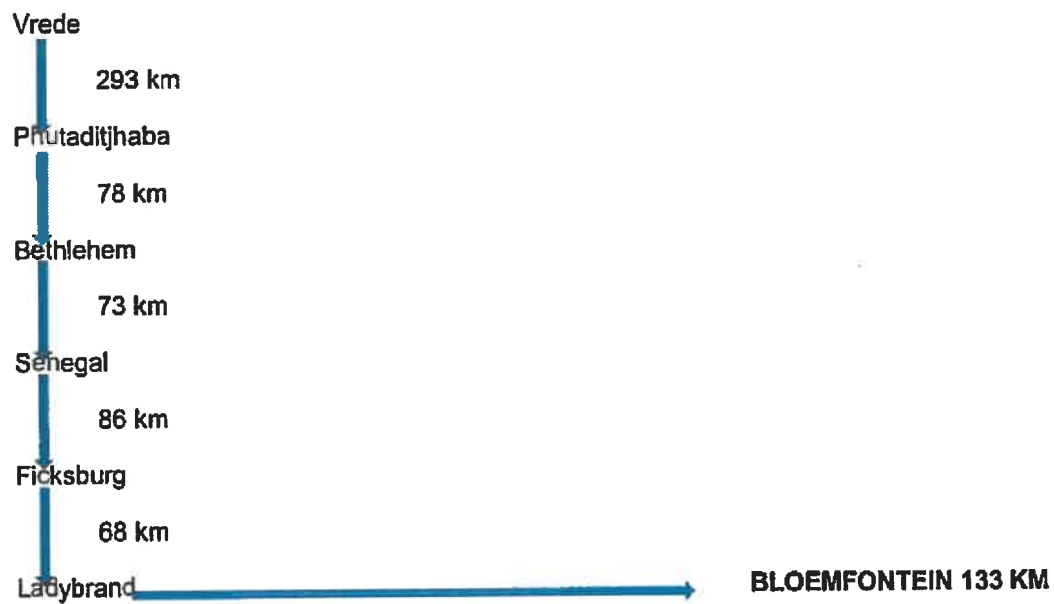
Thaba 'Nchu

18 km

Botshabelo

BLOEMFONTEIN 57 KM

ROUTE 3



ROUTE 4



GAUTENG REGION ROUTES

ROUTE 1

WEST RAND DISTRICT

Rooderpoort



15km

Kagiso



10km

Krugersdorp



12km

Randfontein



30km

Carletonville



15km

Forchville



17km

Khutsong



35km

Dobsonville



38km

Johannesburg RMC

ROUTE 2: NORTH RAND DISTRICT

Bronkhorspruit



19km

Nkangaia



142km

Themba



63km

Garankuwa



17km

Soshanguve



56km

Mamelodi



25km

Pretoria local office



70km

Johannesburg -RMC

ROUTE 3: SEDIBENG DISTRICT

Vereeniging



20km

Meyerton



40km

Heidelberg



60km

Sebokeng



15km

Everton/Mafatsana



70km

JHB (RMC)

ROUTE 4: EKURHULENI DISTRICT

Springs



30km

Duduza



20km

Tsakane



15km

KwaThema



35km

Vosloorus



17km

Thokoza



35km

Germiston



38km

Tembisa



47km

Johannesburg –RMC

ROUTE 5: JOHANNESBURG DISTRICT

Alexandra



25km

Midrand



60km

Lanasia



30km

Orange Farm



50km

Soweto: Maponya Mall



47km

Johannesburg local office



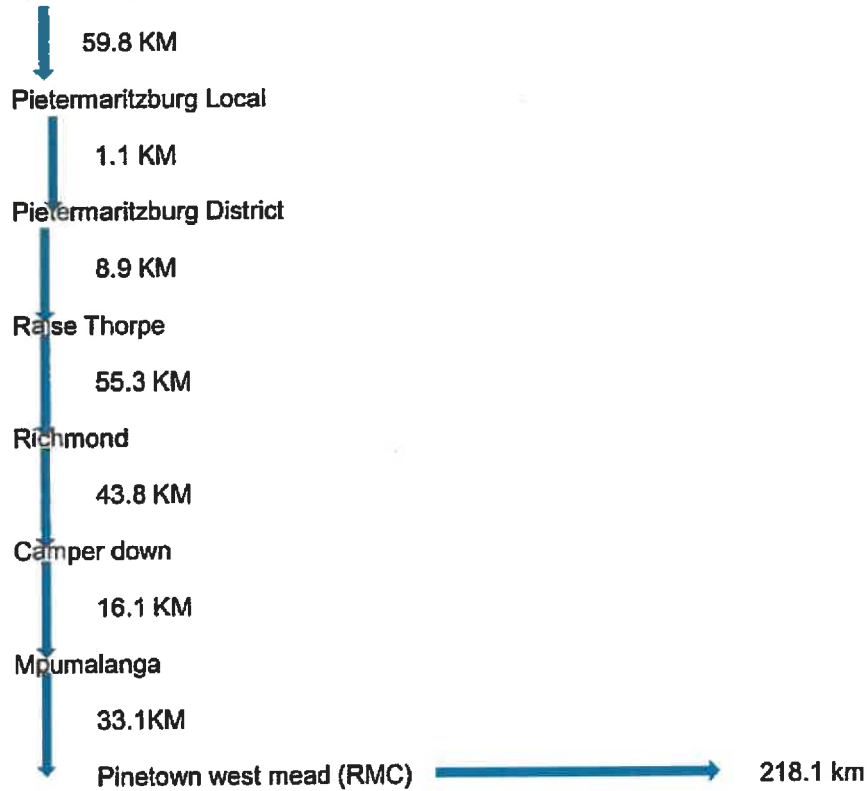
7km

Johannesburg RMC

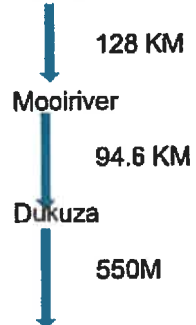
KWAZULU-NATAL ROUTES

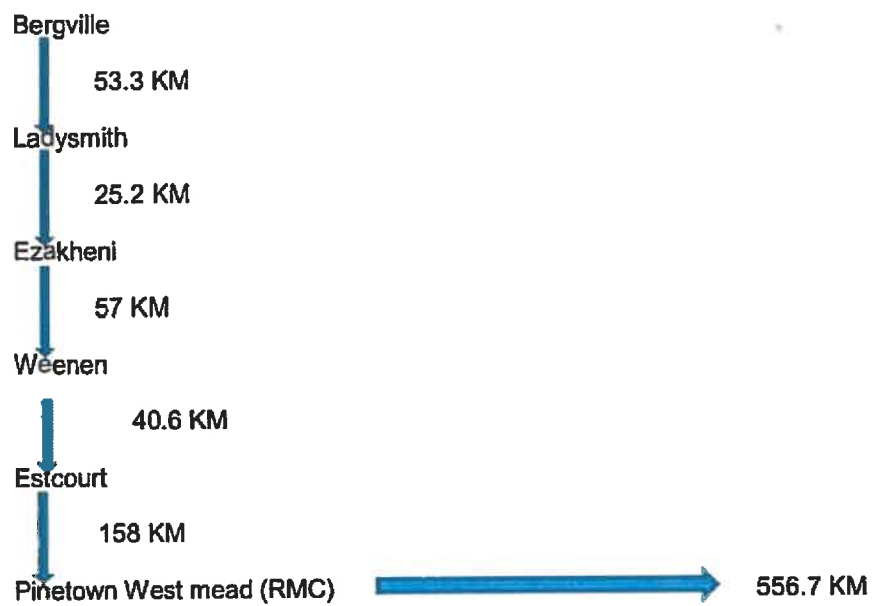
Route 1

Pinetown west mead (RMC)

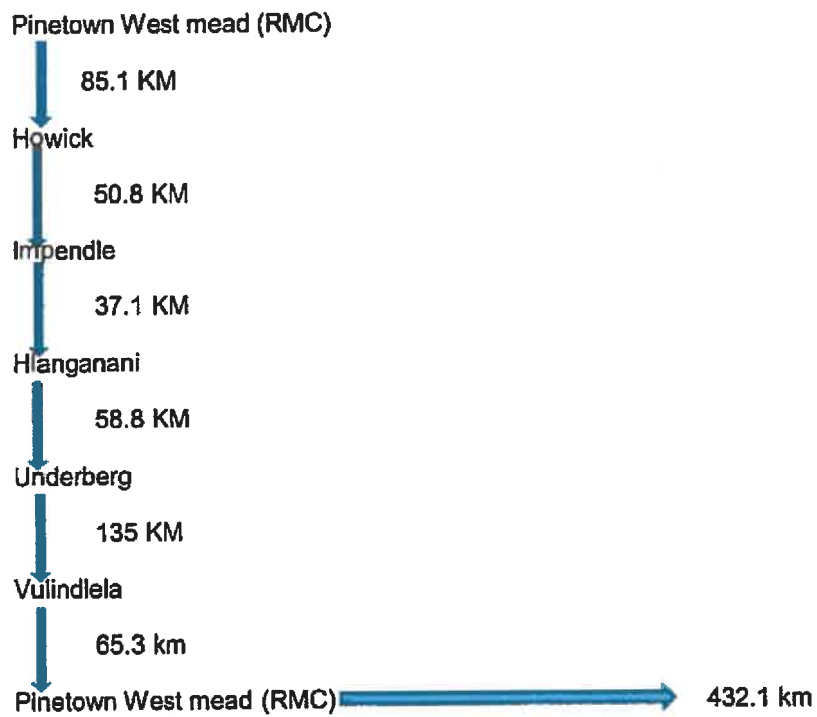


Pinetown west mead (RMC)

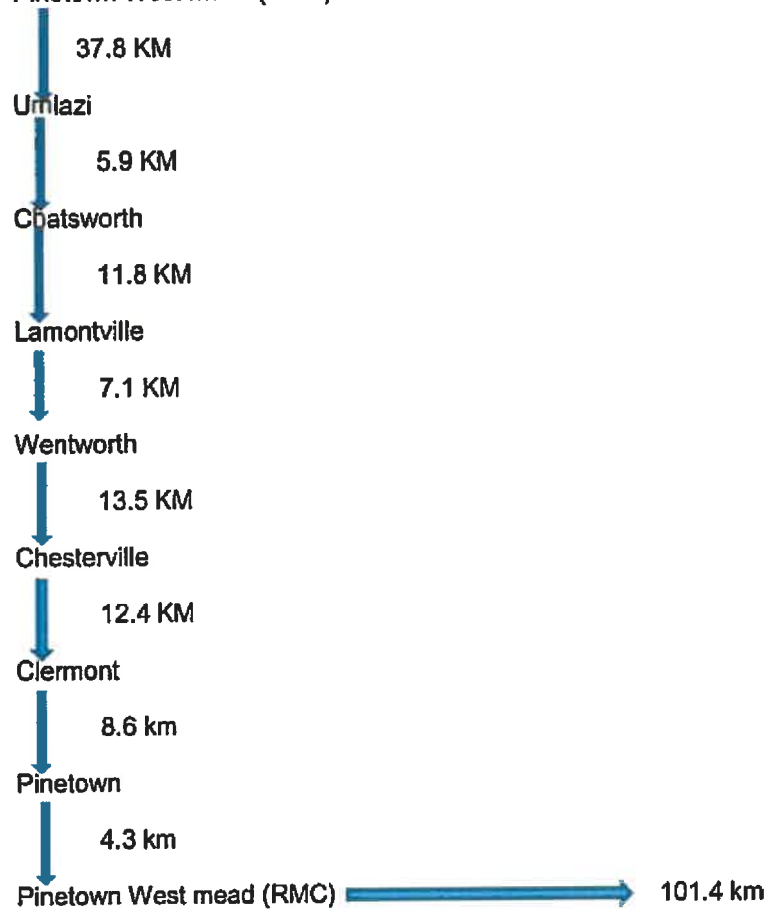




Route 2

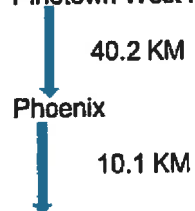


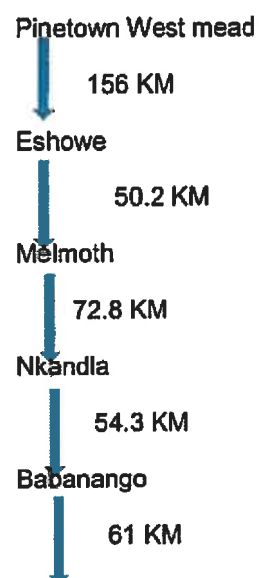
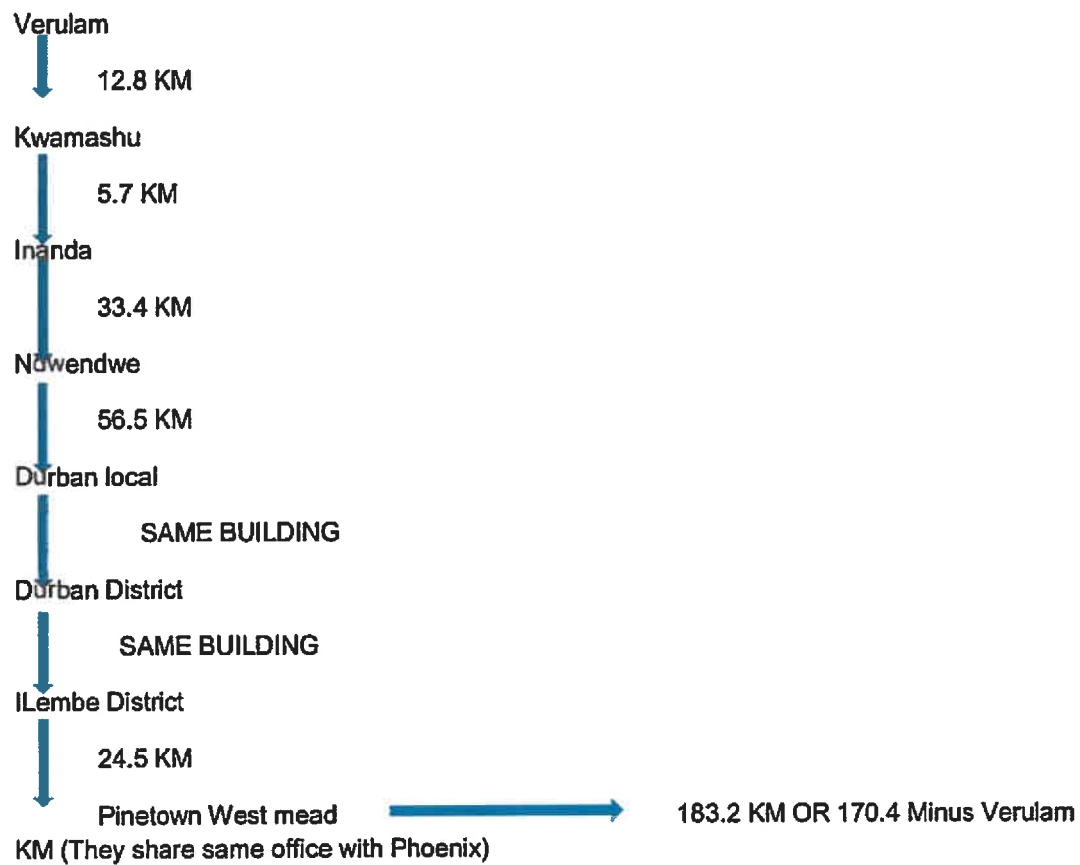
Pinetown West mead (RMC)

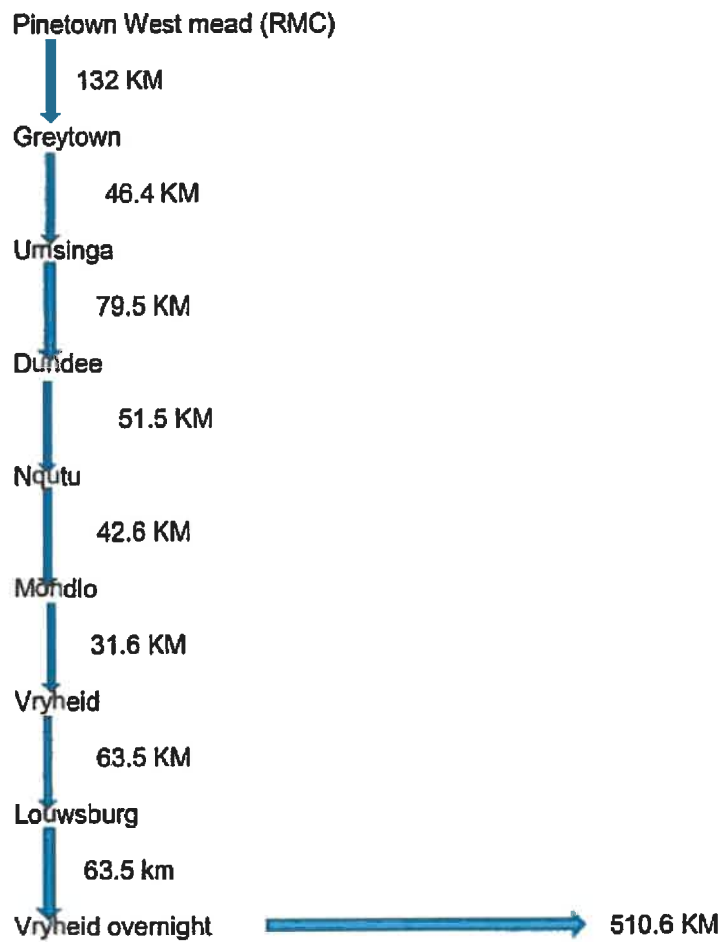


Route 3

Pinetown West mead (RMC)



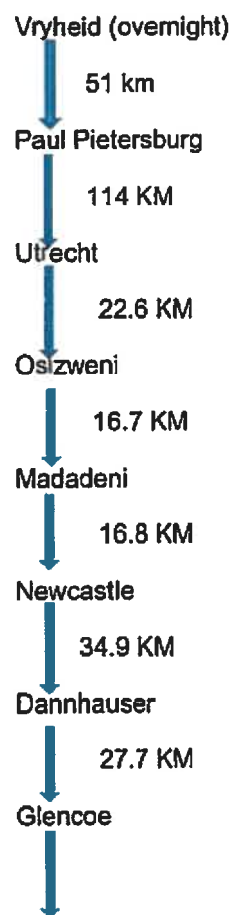
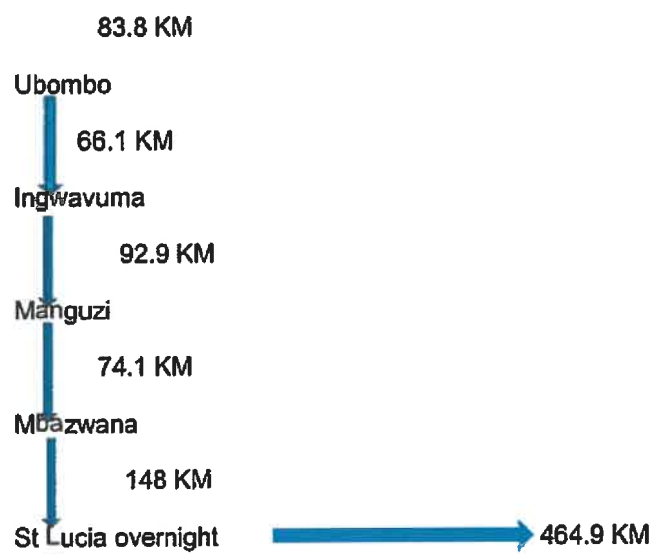


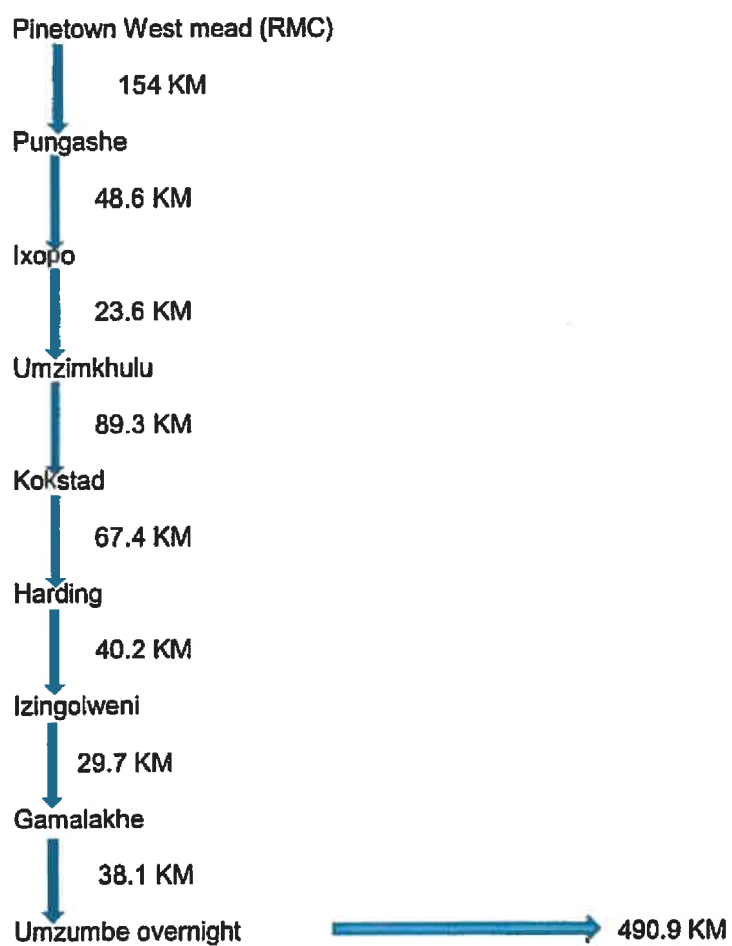
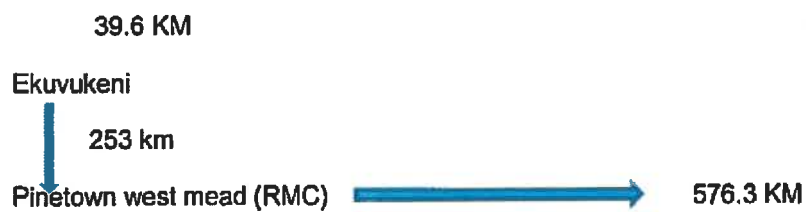


Route 4

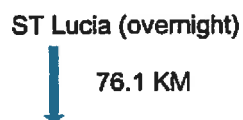
Pongola

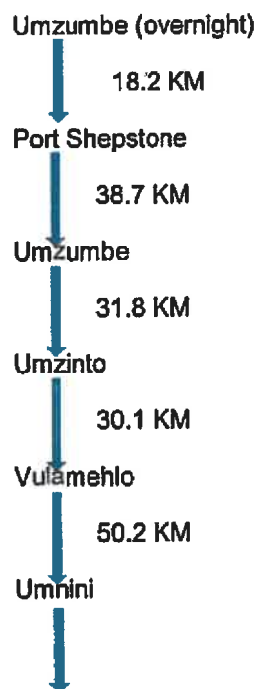
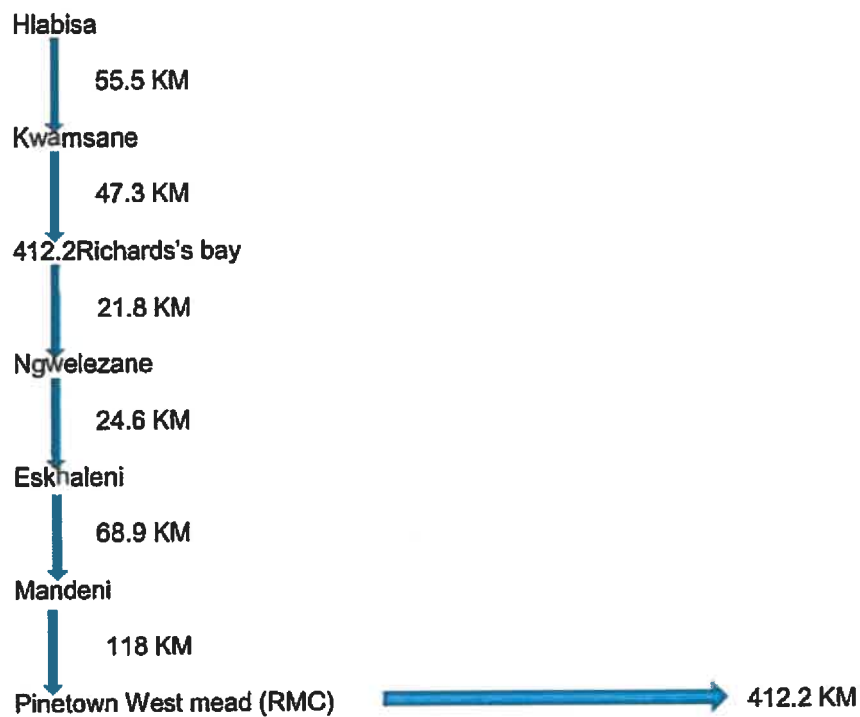


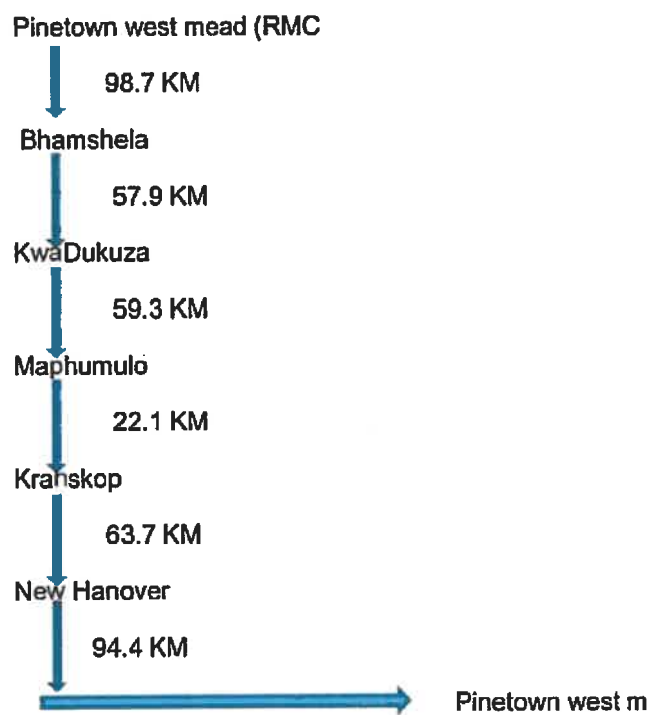
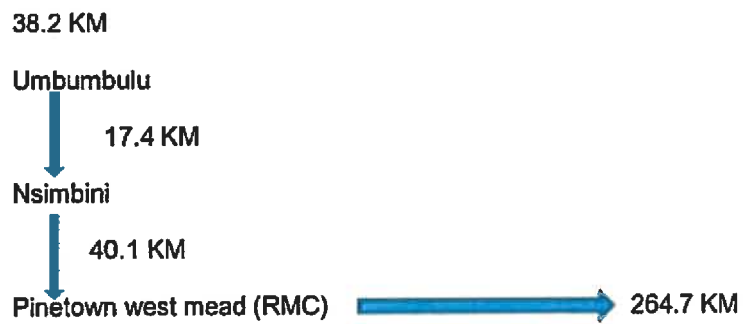




ROUTE 5







LIMPOPO REGION ROUTES

ROUTE 1

Moutse (Sempupuru)



34 km

Groblersdal



22 km

Leeufontein



32 km

Luckau



27 km

Nebo



28 km

Jane Furse



22 km

Schoornoord



59 km

Apel



Zebediela



58 km

Thabamoopo (Lebowakgomo)



48 km

POLOKWANE

ROUTE 2

Praktiseer



78 km

Leboeng



50 km

Maruleng



55 km

Lenyeny



12 km

Nkowankowa



14 km

Tzaneen



67 km

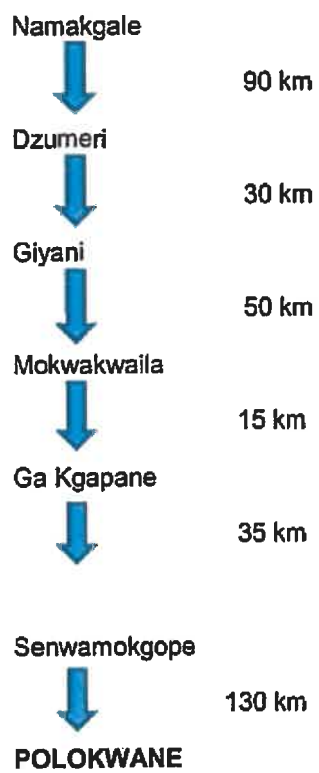
Mankweng



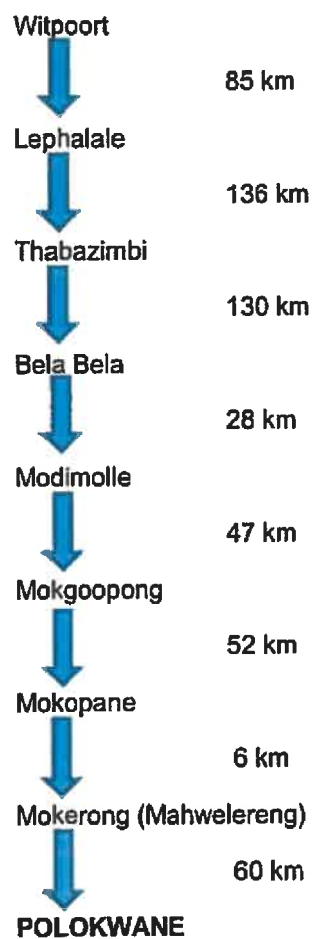
33 km

POLOKWANE

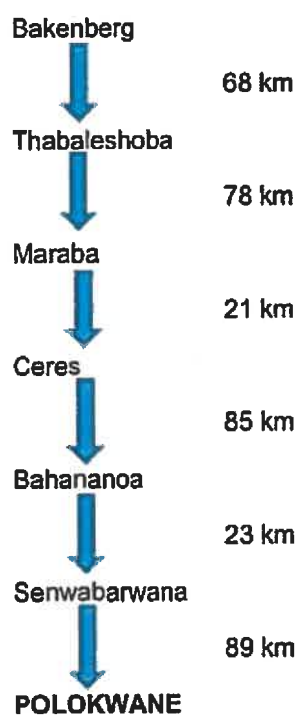
ROUTE 3



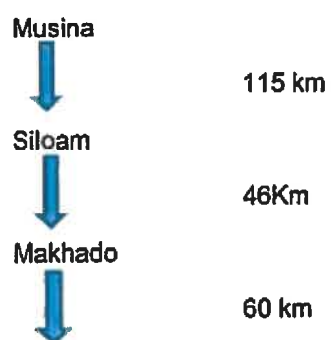
ROUTE 4



ROUTE 5



ROUTE 6



Botlokwa
↓
POLOKWANE

63 km

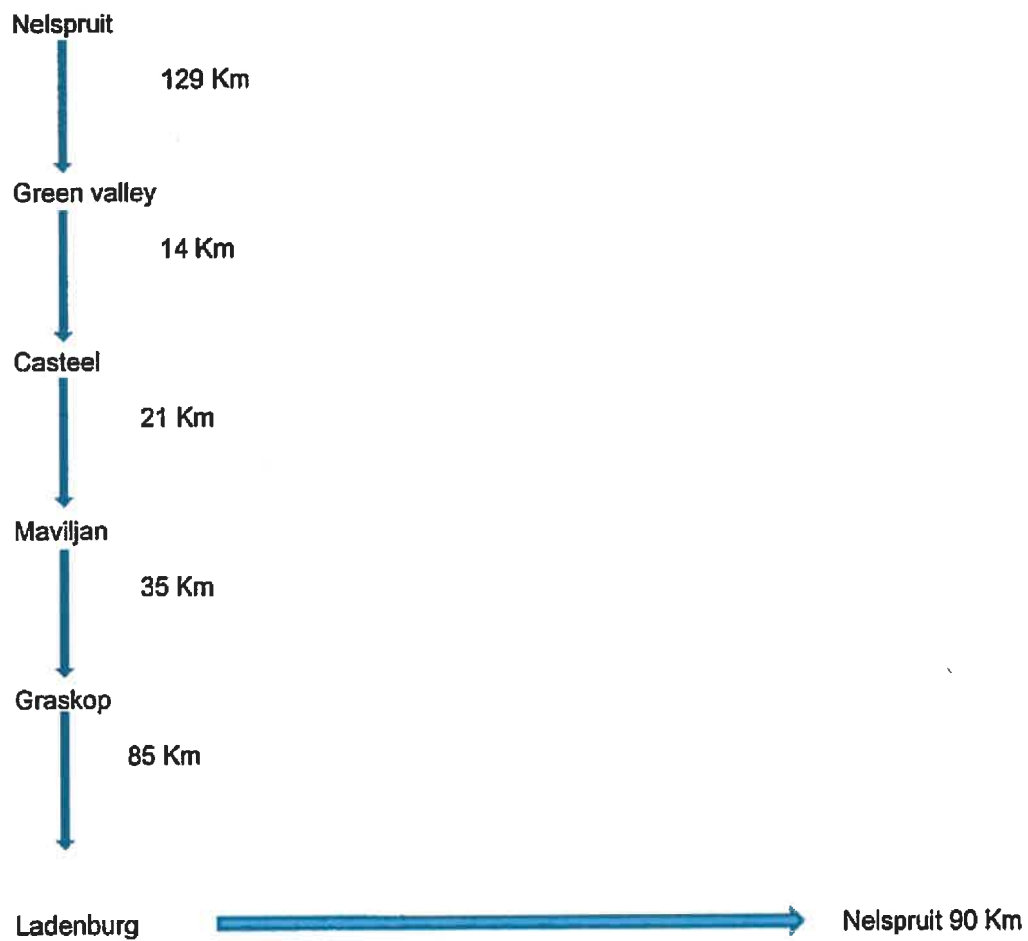
ROUTE 7

Mutale
↓
Tshaulu
↓
Makwarela
↓
Malamulele
↓
Ha-mutsha
↓
Vuwani
↓
Hlanganani
↓
POLOKWANE

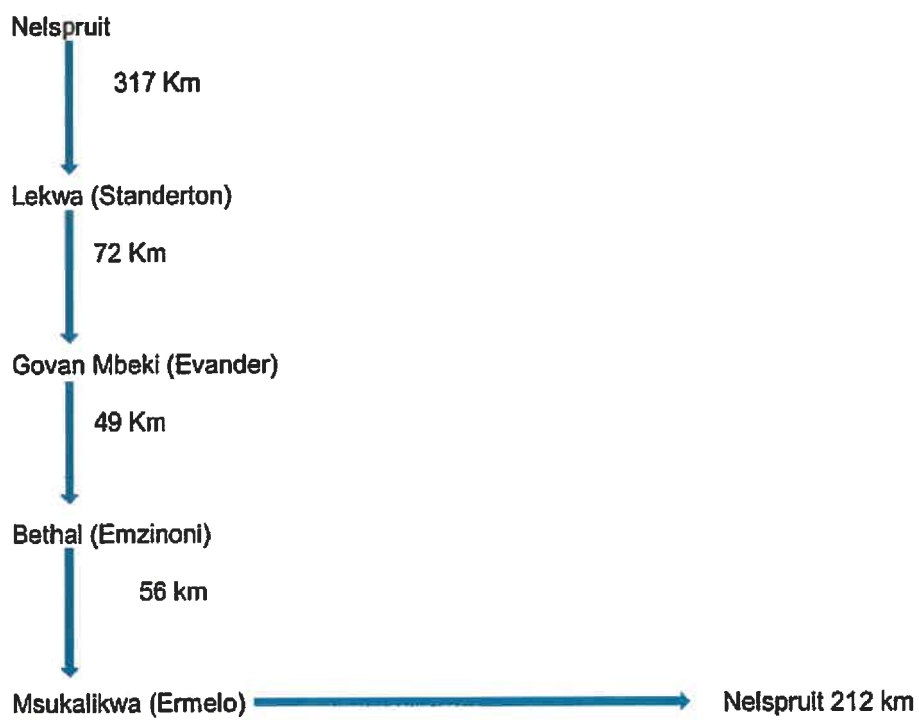
41 km
42 km
30 Km
51Km
25Km
67Km
148km

MPUMALANGA REGION ROUTES

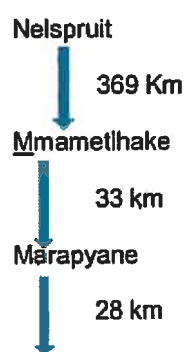
ROUTE 1



ROUTE 2



ROUTE 3



Mbibane (Vaalbank)



24 km

ROUTE 3

Siyabuswa (DR JS Moroka)



40 km

Mkobola (Kwaggafontein)



40 KM

Thembisile (Kwa Mhlanga)



50 km

Verena



Nelspruit 272 km

ROUTE 4

Nelspruit



125 Km

Mbangwane



33 KM

Tonga



34 KM

Mgobodzi



38 KM

Schoemansdal



51 KM

Matsulu

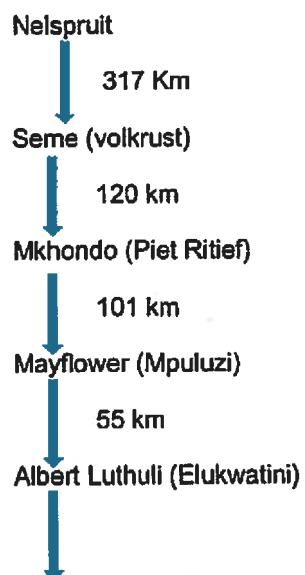


Nelspruit 40 km

ROUTE 5

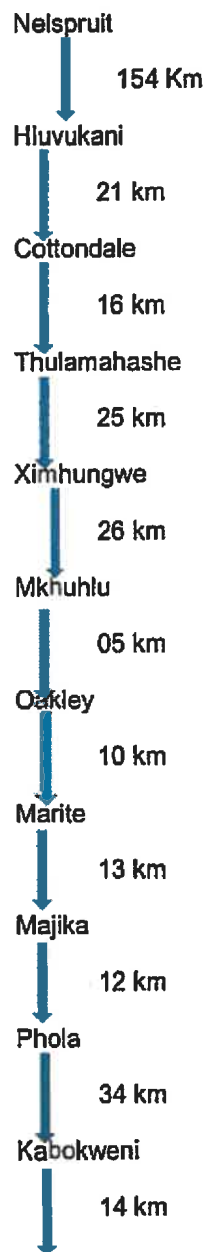


ROUTE 6





ROUTE 7



Daantjie → Nelspruit 32 km

NORTH WEST REGION ROUTES

Route 1

Cyferskuil

↓ 50Kms

Moretele

↓ 80Kms

Brits

↓ 75Kms

Mogwase

↓ 60Kms

Mabeskraal

↓ 95Kms

Madikwe

↓

Rustenburg

↓ 57Kms

Koster

↓ 100 km

Zeerust

↓ 85Kms

Lichtenburg

↓ 35Kms

Itsoseng

↓ 50Kms

Mahikeng

Mafikeng 7km

Route 2

Maquassi hill



100 km

Lekwa Teemane



45 km

Christiana



90 km

Mamusa/Swaeza



148 km

Klerksdorp/Matlosane



50 km

Potchefstroom/Tlokwe



63 km

Ventersdorp



Mafikeng 151 km

Route 3

Sekhing

50 km

Taung

29 km

Dryharts

182 km

Morokweng

84 km

Tlhakgameng

22 km

Ganyesa

75 km

Naledi/ vryburg

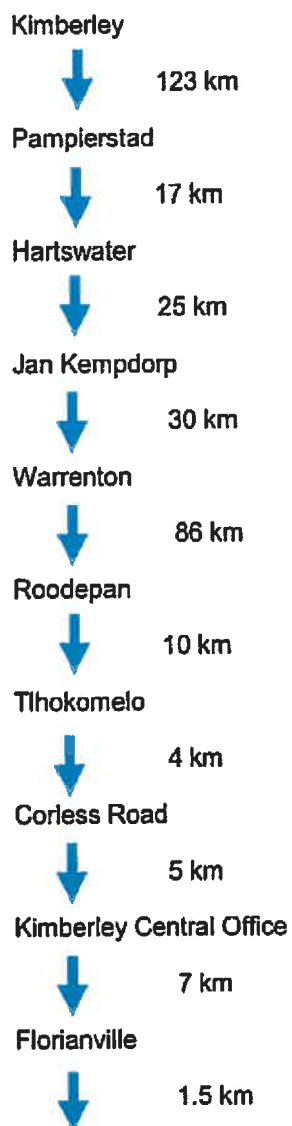
145 km

Ratlou

Mafikeng 80 km

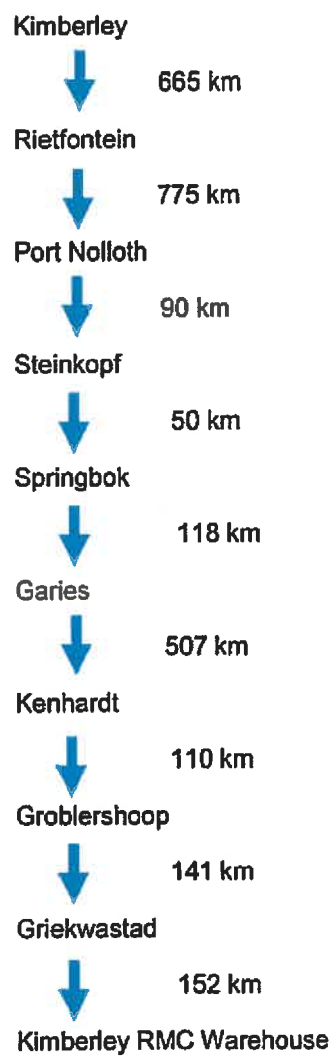
NORTHERN CAPE ROUTES

Route 1

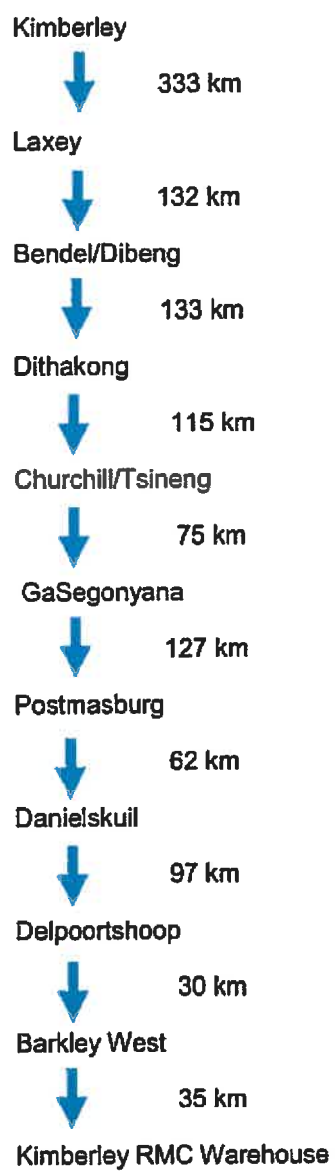


Kimberley RMC Warehouse

Route 2



Route 3



Route 4

Kimberley



722 km

Niewoudtville



69.8 km

Calvinia



178 km

Brandvlei



148 km

Williston



93.8 km

Fraserburg



136 km

Carnarvon



180 km

Prieska



128 km

Douglas



111 km

Hopetown



94 km

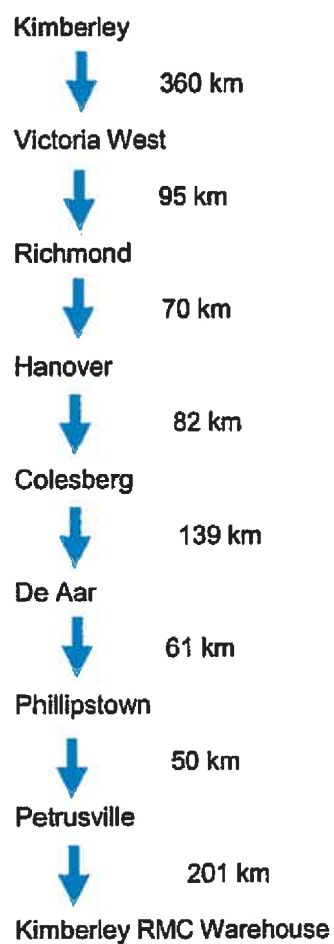
Ritchie



47 km

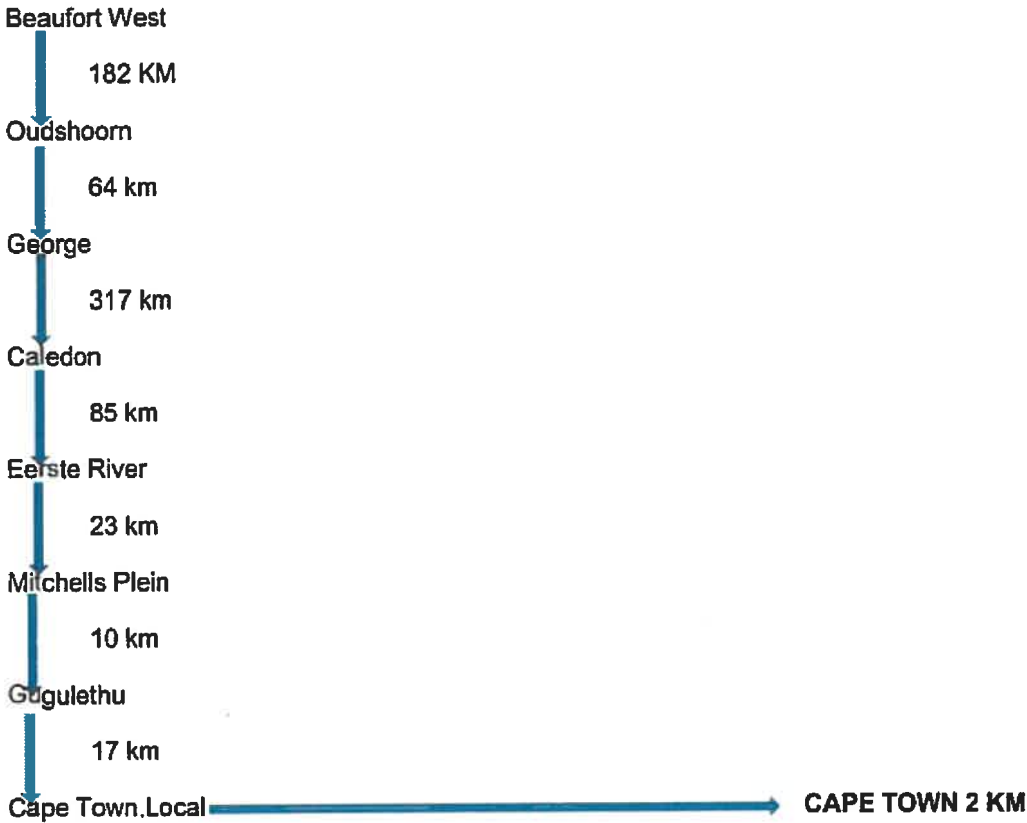
Kimberley RMC Warehouse

Route 5

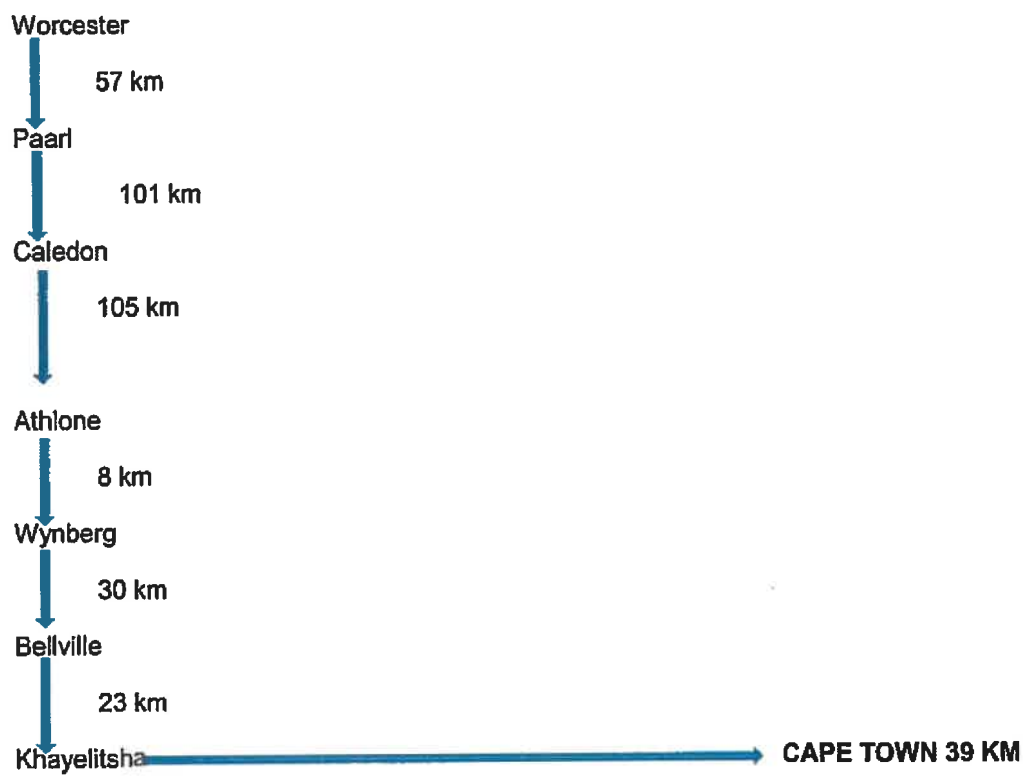


WESTERN CAPE ROUTES

ROUTE 1



ROUTE 2



ROUTE 3



NORTH WEST - SASSA NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	29	8,00	232,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			343,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			780,00	
	ASSIGNABLE AREA		ASM	780,00	
17	PARKING	25 Parking Bays			
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned.
	Power Ducting	X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

LIMPOPO - SASSA NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	55	8,00	440,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			551,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	ASSIGNABLE AREA		ASM	988,00	
16	PARKING	30 Parking Bays			
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned. To be allowed for in all work areas and offices and to support data cabling and IT telephony.
	Power Ducting	X			

KWAZULU NATAL - SASSA NEEDS ASSESSMENT FOR RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	75	8,00	600,00	
5	SCANNING BUREAU	1	50,00	50,00	
	WORKSPACE SUPPORT	Workspace Total		711,00	
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			1148,00	
	ASSIGNABLE AREA		ASM	1148,00	
17	PARKING	30 Parking Bays			
	OTHER NEEDS				
Nature of Access to the premises		X			Ramp or/and lifts to be provided for people with disabilities and elderly.
Security		X			Building should meet security standards
Air Conditioning		X			The entire premises should be air conditioned.
Power Ducting		X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

WESTERN CAPE - NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	43	8,00	344,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			455,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			892,00	
	ASSIGNABLE AREA		ASM	892,00	
17	PARKING	35 Parking Bays			
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned.
	Power Ducting	X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

GAUTENG - NEEDS ASSESSMENT FOR RMC					
SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	43	8,00	344,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			455,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			892,00	
	ASSIGNABLE AREA		ASM	892,00	
17	PARKING	25 Parking Bays			
	OTHER NEEDS				
Nature of Access to the premises		X			Ramp or/and lifts to be provided for people with disabilities and elderly.
Security		X			Building should meet security standards
Air Conditioning		X			The entire premises should be air conditioned.
Power Ducting		X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

NORTHERN CAPE - SASSA NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%) MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	18	8,00	144,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			255,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			692,00	
	ASSIGNABLE AREA			692,00	
17	PARKING	20 Parking Bays	ASM		
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned.
	Power Ducting	X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

FREE STATE - SASSA NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	28	8,00	224,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			335,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			772,00	
	ASSIGNABLE AREA		ASM	772,00	
17	PARKING	20 Parking Bays			
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned.
	Power Ducting	X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

MPUMALANGA - SASSA NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	34	8,00	272,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			383,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Ind Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			820,00	
	ASSIGNABLE AREA		ASM	820,00	
17	PARKING	20 Parking Bays			
	OTHER NEEDS				
	Nature of Access to the premises	X			Ramp or/and lifts to be provided for people with disabilities and elderly.
	Security	X			Building should meet security standards
	Air Conditioning	X			The entire premises should be air conditioned.
	Power Ducting	X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

EASTERN CAPE - NEEDS ASSESSMENT FOR THE RMC

SERIAL NO	DESCRIPTION OF ROOM	NUMBER OF STAFF	NORM PER UNIT	ASSIGNABLE SQUARE METERS	REMARKS
	ASSIGNABLE AREA (80%)				
	MANAGEMENT				
1	MANAGER L12	1,00	25,00	25,00	
2	ASSISTANT MANAGER L9	1	20,00	20,00	
3	ICT SUPPORT STAFF L9	1	16,00	16,00	
	ADMINISTRATION				
4	ADMINISTRATION STAFF L3 - L8	57	8,00	456,00	
5	SCANNING BUREAU	1	50,00	50,00	
	Workspace Total			567,00	
	WORKSPACE SUPPORT				
6	BOARDROOMS 35 PAX PER BOARDROOM			60,00	
7	MEETING / TRAINING / INTERVIEW ROOMS			50,00	
8	STAKEHOLDER ROOM			40,00	
9	EMPLOYEE WELLNESS FACILITIES			12,00	
10	TEA KITCHENS			65,00	
11	DOCUMENT STORAGE AREAS (Incl Archive room)			30,00	
12	OTHER STORES (STATIONERY ETC)			20,00	
13	RECEPTION AREA			80,00	
14	SECURITY CONTROL ROOM			20,00	
15	SERVER ROOM			20,00	
16	SHREDDING ROOM			40,00	
	Workspace Support Total			437,00	
	Total Space Required			1004,00	
	ASSIGNABLE AREA		ASM	1004,00	
17	PARKING	35 Parking Bays			
	OTHER NEEDS				
Nature of Access to the premises		X			Ramp or/and lifts to be provided for people with disabilities and elderly.
Security		X			Building should meet security standards
Air Conditioning		X			The entire premises should be air conditioned.
Power Ducting		X			To be allowed for in all work areas and offices and to support data cabling and IT telephony.

ANNEXURE C

BUILDING MAINTENANCE AND OCCUPATIONAL HEALTH AND SAFETY REQUIREMENTS

1. Building Maintenance Requirements

- 1.1 A detailed Building Maintenance Plan must be provided by the service provider for the maintenance of the following:
 - 1.1.1 Fire extinguisher equipment;
 - 1.1.2 Air Conditioning system;
 - 1.1.3 Plumbing;
 - 1.1.4 Replacement of carpets;
 - 1.1.5 Replacement of light bulbs;
 - 1.1.6 Service of boilers,
 - 1.1.7 Electrical maintenance;
 - 1.1.8 Maintenance of backup power system;
 - 1.1.9 Installation and maintenance of proper ventilation system;
 - 1.1.10 Repairs of any damages property/building.

2. OHS (Occupational Health and Safety) Requirements

- 2.1 Mandatory (Electrical Certificate of Compliance, Fire, Occupational Certificate) to remain valid for the duration of the contract (03 years);
- 2.2 Evacuation plan and assembly point to be provided by the service provider;
- 2.3 Air Conditioning and ventilation provision to be sufficient to serve the room/ space and the number of people in an area, installation to be approved by the professional electrical engineer;
- 2.4 The Records Management Centre (RMC) to be occupied after the (COC) electrical certificate of compliance has been issued.

3. Water & Electrical Services

- 3.1 Separate meters to be installed for billing
- 3.2 Rates and taxes to be paid prorata (pro-rata) –
- 3.3 Install separate meters for water and electricity (i.e. SASSA office space & service provider's office space) for billing purposes.
- 3.4 Service provider to provide back –up water system in case of water shortages (ie. Water tanks).

4. Back-up power system

- 4.1 Service provider to provide back –up power system in case of power outages.
- 4.2 Wear and tear to be the responsibility of the service provider.

ANNEXURE D – CLEANING AND SANITATION REQUIREMENTS

ANNEXURE D

CLEANING AND SANITATION REQUIREMENTS

1. The appointed service provider(s) will be required to provide:

1.1 **NB:** Details on the square meters for the Records Management Centre are on **Annexure B (Office Space & Facilities Maintenance Requirements)**.

1.2 The service provider(s) are expected to provide cleaning services as described on:

1.2.1 **PART A** – Office Cleaning Services Requirements;

1.2.2 **PART B** – Sanitary Consumables Requirements.

1.3 The cleaner must have the following general cleaning equipment and material:

1.3.1 Industrial Heavy duty carpet cleaner (wet and dry);

Specifications for the Industrial Vacuum Cleaners

- Wet and dry vacuum cleaner with max power – 2400 (w);
- Sound level - very low;
- Wet and dry nozzle – 360mm.

1.3.2 Industrial vacuum cleaners (less noise);

1.3.3 Broom;

1.3.4 Mop trolley;

1.3.5 Scrubbing brushes;

1.3.6 Buckets;

1.3.7 Steel wool;

1.3.8 Furniture polish;

1.3.9 Multipurpose cleaner;

1.3.10 Toilet cleaner;

1.3.11 Disinfectant soap;

1.3.12 Dusters;

1.3.13 Scourers;




1.3.14 Micro fibre blind cleaner;

1.3.15 Latex gloves;

1.3.16 And all other necessary cleaning material;

1.4 Every cleaner must be clothed in full uniform, depicting the name of the company.

1.5 **Strict adherence to the Colour Coding Guide in the provision of Cleaning and Sanitation Services as follows:**

-  - most often used in high-sanitary (high risk of spreading infection) applications or in restroom cleaning, such as with toilets and urinals;
-  - for sinks, counters and washroom surfaces; also used for speciality cleaning (such as service counters, mirrors, and metal works);
-  - in lower risk areas of a building, such as desktops, ledges, walls & tiles, window cleaning and high and low dusting;

- **GREEN** - used in food processing and food serving areas, such as kitchens & canteens, pause areas.

PART A – Office Cleaning Services Requirements

STANDARD CLEANING ACTIVITIES

FLOOR MAINTENANCE:

Resilient/Laminated Floors:

- | | |
|----------------------|--------------|
| ○ Sweep or damp mop. | Daily |
| ○ Machine burnish. | As necessary |

Stone Floors (ceramic tiles):

- | | |
|------------------|--------------|
| ○ Sweep. | Daily |
| ○ Damp Mop. | Daily |
| ○ Machine Buff. | As Necessary |
| ○ Machine scrub. | As Necessary |

Rugs and Carpeting:

- | | |
|----------------------------|------------------|
| ○ Vacuum clean thoroughly: | |
| - Heavy traffic areas. | Daily |
| - Medium traffic areas. | Alternative Days |
| - Light traffic areas. | Twice per week |

DUSTING:

- | | |
|---|--------|
| ○ Dust all surface (low level). | Daily |
| ○ Dust all high ledges and fittings. | Weekly |
| ○ Dust all surfaces (wall, cabinet, etc.) | Weekly |
| ○ Dust all window ledges. | Daily |
| ○ Dust telephones. | Daily |
| ○ Clean and disinfect telephones. | Daily |

WASTE DISPOSAL:

- | | |
|--|-------------------------|
| ○ Provide refuse bags for the bins | Daily and when required |
| ○ Empty and clean all waste receptacles. | Daily |
| ○ Remove all waste to specified areas. | Daily |
| ○ Remove all waste papers. | Daily |

WALLS AND PAINTWORK:

- | | |
|--|-------|
| ○ Spot clean all low surface, i.e. glass, walls, doors and light switches. | Daily |
|--|-------|

GLASS AND METAL WORK:

- Spot clean glass doors. Daily

ENTRANCE AND RECEPTION:

- Sweep entrance steps and entrance. Daily
- Clean doormats and wells. Daily
- Wash steps. Daily

TOILETS AND REST ROOMS:

Normal usage toilets and rest rooms

- Provide toilet brushes for all toilets Once off and when required
- Maintain floors according to types. Daily
- Deep clean toilets Quarterly (only on weekends)
- Damp mop floors with disinfectant. Daily
- Empty and clean all waste receptacles. Daily
- Empty and clean sanitary bins. Weekly
- Clean and sanitize all bowls, basins, urinals, showers and baths (where applicable). Daily
- Mirrors. Daily
- Clean all metal fittings. Daily
- Spot clean walls, doors, partitions and lockers where applicable. Daily
- Replenish consumables i.e. toilets papers, soap and towel cabinets. Daily

LIFTS AND LIFT FOYERS:

- Completely clean interior of the lifts including indicator boards. Daily
- Clean lift door tracks. Daily

STAIRCASES:

- Dust and sanitize handrails and fittings. Daily
- Maintain landings, treads and risers according to finish. Daily
- Clean fire escape. Weekly

WINDOW CLEANING:

- Clean interior and exterior faces of all accessible windows. Quarterly (only on weekends)
- Partition glass. Weekly

BLINDS:

- Dust. Twice a week
- Ensure that blinds are in place/order. Daily

PARKING:

- Pick up litter and remove to waste area. Daily
- Sweep. Weekly

STOREROOMS:

- Scrub the floor. Twice a month and when required
- Dust all areas Twice a month and when Required
- Remove all unwanted papers and other items Twice a month and when required

DINING/PAUSE ROOMS:

- Maintain and clean floors according to type. Daily
- Dust all vertical and horizontal surfaces to a height of 2.5m. Daily
- Damp wipe furniture. Daily
- Empty and clean receptacles. Twice a day
- Collect dirty dishes and wash them in the kitchen. As and when required

KITCHEN:

- Maintain and clean floors (inside and outside). Daily
- Wash the dishes in the kitchen. Twice a day and when Required
- Clean the fridges. Fortnightly and when Required
- Clean the microwaves Twice per week and when Required
- Clean and re-fill water boilers Twice per week and when Required

BOARDROOMS AND TRAINING ROOMS:

- Maintain and clean floors. Daily
- Dust all boardroom tables and chairs. Daily
- Collect dirty dishes and wash them in the kitchen As and when required

OFFICES:

In addition to the standard cleaning activities for offices

- Collect dirty dishes and wash them in the kitchen As and when required
- Wash water jugs and glasses and re-fill water jugs Daily

WATER COOLERS:

- Clean and re-fill water coolers Twice a week

SERVICE TIMES:

- Day cleaning - Monday to Friday from **06h30 to 15h00** or as practical in the environment.
- Night cleaning is not allowed.

MISCELLANEOUS:

- Polish desk and office furniture. Fortnightly
- Wash vinyl covered furniture. Monthly
- Vacuum cloth covered furniture. Monthly
- Removal of empty boxes When required

QUARTERLY CLEANING EXERCISES

- Carpet cleaning (**deep cleaning**) Quarterly (**only on weekends**)
- Clean interior & exterior part of windows Quarterly (**only on weekends**)
- Pest & Rodent Control Quarterly (**only on weekends**)
(**Follow up exercises after 6 weeks of each exercise**)
- Deep cleaning of chairs and couches
(**Number may increase or decrease**) Six monthly (**only on weekends**)
- Deep toilet, foyer, kitchen floors
and pause area floors cleaning (**stripping**) Quarterly (**only on weekends**)

EXCLUDED AREAS:

- Electrical and mechanical plant rooms.

PART B – Sanitary Consumables Requirements

NB: The service provider must install and maintain the following battery operated and automated sanitary equipment and consumables required:

- Toilet Paper Holders and Refills;
Toilet Paper Quality must comply with SANS 1887 Part 2
- Sensor and battery operated Hand Blowers;
- Foam Seat Spray Dispensers (Foam) and Refills;
- Sensor and battery operated sanitizer Drip Master for Urinals;
- Sensor and battery operated sanitary Waste Bins and Removal Service (weekly);
Sanitary bins service – sub contracted by specialists (not by the cleaning company).
- Sensor and battery operated hand soap Dispenser and Refills;
- Sensor and battery operated hand sanitizer dispenser and refills **(placed in common areas ie. Main entrances, Boardroom entrances and photocopier machines);**
- Sensor and battery operated Auto Flush Units for Urinals;
- Battery operated air Fresheners (Digital) and Refills.

BATTERY SPECIFICATIONS

- **Extended life – Alkaline batteries**

Covid – 19 Pandemic mitigation – All common areas to be sanitized 4 x times a day:

- (Bathrooms, fridges, microwaves, kettles, kitchens, photocopy machines etc.);
- Disinfection/Decontamination after a Covid-19 positive case.

N.B: The service provider shall be expected to properly monitor the usage of the abovementioned and ensure that **THERE IS NO SHORTAGE AT ALL TIMES.**

Cleaning of the yard - As and when necessary.

RECORDS MANAGEMENT CENTRE

Region	SASSA Staff Numbers
FREE STATE	28
NORTH WEST	29
KWAZULU NATAL	75
WESTERN CAPE	43
NORTHERN CAPE	18
GAUTENG	43
LIMPOPO	55
MPUMALANGA	34
EASTERN CAPE	57

ANNEXURE E

ANNEXURE E

SECURITY REQUIREMENTS

ANNEXURE E

SECURITY REQUIREMENTS

1. GENERAL SECURITY MEASURES

1.1. 24-hour monitored security

1.1.1. Security guards to be deployed during the day as follows:

- ✓ All entrance gates – two armed guards.
- ✓ Reception area – two armed guards.
- ✓ Security control room two guards p/shift – day and night shifts.
- ✓ Night Shift – three armed guards for night shift

1.2. The building must have the following security measures:

1.2.1. Perimeter protection serves as first line of defense and the outer perimeter as being essential for the detection and deterrence of perpetrators. The building must have a Clear view fence Welded Mesh Flat Panel Anti Cut fence consisting of the following:-

- ✓ Anti-cut/Anti-climb
- ✓ Panel Width – 2515mm (Reduced panel width for more rigidity)
- ✓ Vertical Wire Diameter – 4.00mm
- ✓ Horizontal Wire Diameter – 3.15mm
- ✓ 3 Horizontal "V" Bends for added Strength & Rigidity
- ✓ Hole 15x78mm
- ✓ 2100mm Panel Heights
- ✓ The concrete plinth must be cast in situ along the inside of the erected concrete palisade
- ✓ A full strength electric fence
- ✓ Beam detectors

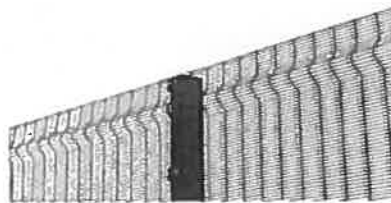


Figure 1 Fence Welded Mesh Flat Panel Anti Cut

1.3. Security Illumination

- 1.3.1. Perimeter illumination and topping up illumination for parking be installed to deter criminals.
- 1.3.2. Perimeter lighting around the building and also at access control point (main gate).
- 1.3.3. Security lights fitted with infrared motion detection be installed

1.4. Access Control – SASSA Office Space

- 1.4.1. Walk through metal detector and X-ray machine/hand held detectors at the reception – including maintenance of the equipment.
- 1.4.2. Biometric access control system consisting of the following:
 - ✓ Cabling
 - All cabling to be neat and enclosed in conduit
 - ✓ Communications
 - Algorithm type: Verification (1:1)
 - Enrollment time < 5 seconds
 - Verification time < 2 seconds
 - Template size: - 250 bytes
 - Dual verification- keypad as well as fingerprint identification
 - Record of transactions to be kept on base memory as well as on a remote site PC
 - Tri- color light indicator bar as well as multi tone speaker to provide distinguishable indicators
 - Compatible to multi networks
 - ✓ Voltage
 - Voltage 9-12 V DC
 - Current draw at idle: 0.20 amps @ 12V DC
 - Current draw at maximum: 0.50 amps @ 12V DC
 - Back-up emergency power supply
 - ✓ Mounting
 - Flat surface
 - Mounting plate must accept not less than six screws or bolts
 - Reader must be enclosed in a tamper proof, heavy duty casing- poly carbonate or metal
 - Outdoor applications at the vehicle entrance gate must be in a weatherproof, ultra violet resistant housing
 - Illuminated keypad/ fingerprint pad for low light conditions
 - ✓ Operating temperature/ humidity
 - -10 to 60 C
 - 5-95% non-condensing

✓ Properties

- Must be standalone units
- Fingerprint identification
- Provide record of identity(designation, name, persal number of user) as well as time and attendance
- anti- pass back status
- must provide for anti-tamper switches
- Each individual site to have its own unique access combination
- Equipment for each site to be designed individually

✓ Entrance doors

- 2 + Full height stainless steel glass turnstiles to be fitted at the main entrance
- 1+ Stainless steel paraplegic gates to be fitted at the main entrance
- 2+ Electronic gooseneck boom barriers to be fitted at the vehicle entrance
- The reader must also be fitted at two entrance doors to the fourth floor

1.4.3. Security registers and not limited to the following

- ✓ Asset
- ✓ Visitors
- ✓ Visitors vehicle control
- ✓ Government vehicle
- ✓ After hours

1.5. Alarm system not limited to:

1.5.1. In order to ensure the detection of an intrusion, the building must have intruder detection system. Said intruder detection system must be in compliance with relevant standardization and industry governing bodies, to ensure effectiveness and optimal performance with regard to equipment and workmanship.

1.5.2. An intruder detection system must consist of the following:

- ✓ Control panel for the activation and deactivation of the intruder alarm system;
- ✓ Reed Switches (Door /Window Contact Switches);
- ✓ Volumetric Motion Sensors (Passive Infrared) covering all sensitive areas nor limited to the server room, all the passage areas, loading zone, capturing room;

- ✓ Magnetic door contacts on all external doors of the building (including emergency exit doors);
- ✓ A fixed and remote controlled panic button to be installed close to the desk of the manager's office and the security at the reception for activation during emergency situation;
- ✓ Perimeter beam detectors to detect any movement over the perimeter;
- ✓ Back-up battery/ups;
- ✓ Red flasher unit displayed prominently on the outside of the building; and
- ✓ Alarm monitoring in the monitoring room with audible alarm;
- ✓ Red flasher unit displayed on a prominent place on the outside of the building.

1.5.3 The intruder alarm system must be zoned to enable different sections of the building to activate the alarm independently for detection of movement after hours or the occupants to activate it when the need arises. The regular testing of the intruder alarm system to ascertain that it is functioning optimally is a recommendation.

1.5.4 The installed intruder detection system must be comprehensive and be in compliance with South African National Standards (SANS) as well as other Intruder Detection Regulatory Bodies/Associations (e.g SAIDSA and ICASA).

- ✓ South African National Standards (SANS);
- ✓ SANS 2220-1-1:2013 Electrical security systems - Part 1.1: Intruder alarm systems - General requirements;
- ✓ SANS 60839-2-3:2010 Requirements for Intruder Alarm Systems- Part 2.3 Infra-red beam interruption detectors;
- ✓ SANS 60839-2-4:2010 Requirements for Intruder Alarm Systems- Part 2.4 Ultrasonic Doppler detectors;
- ✓ SANS 60839-2-5:2010 Requirements for Intruder Alarm Systems- Part 2.5 Microwave Doppler detectors.

1.6. CCTV

1.6.1. It is proposed to install a CCTV camera surveillance system in order to detect and monitor the possible intrusion of unauthorized persons with malicious or criminal intent into the facility. Said systems must proactively be monitored on a 24/7/365 basis in the main security control room in compliance with sound engineering and ergonomic principals.

1.6.2. CCTV cameras must be placed at the following areas:

- ✓ All access points (vehicle/pedestrian entrances) in the outer
- ✓ perimeter (50% recognize & 100% identification);

- ✓ The entire perimeter with zero blind spots (25% observation);
- ✓ Access doors to the buildings (50% recognize or 100% identification); and
- ✓ Predetermined sensitive areas, e.g. loading bays, file capturing area, reception area, shredding area, server room (unusual areas = 10%, 25%, 50%, 100%).
- ✓ NB: Private areas such as ablution facilities and change rooms must be excluded from the monitoring / recording of CCTV camera systems.

1.6.3. A detailed Operational Requirement in compliance with SANS 10222-5-1-1 must be include the following:

- ✓ Only high quality system components including CCD static and vandal resistant dome cameras, IP 66 camera housings, auto iris/auto focus lenses, monitors, video switchers, digital/network video recorders, graphic interface and cabling must be installed;
- ✓ Site plan (indicating location, field of view, type, obstructions, etc);
- ✓ Minimum retention period of 30 days (record on motion only/video motion detection);
- ✓ observed Target areas;
- ✓ observed Target activities;
- ✓ SOP for the handling of activities;
- ✓ Picture quality and system testing in compliance with SANS 10222-5-1-4;
- ✓ Required result of a successful response to the activity in compliance with SANS 10222-5-1-1.
- ✓ Auto system reboot without password in case of power failures;
- ✓ Reporting structure of malfunctioning must be displayed prominently;
- ✓ Hidden/enclosed power outlets for CCTV systems to prevent unauthorized switching off by operators;
- ✓ Detailed service level agreements (SLA) or maintenance contracts in compliance with SANS 10222-5-1-5; and
- ✓ The CCTV and all other electronic security systems must be connected to an Uninterruptable Power Supply (UPS) for continuity during power outages and protection against lightning strikes.

1.6.4. Records Storage Facility access control – to ensure that unauthorized people do not have access to the SASSA records.

1.7. Secure loading and unloading area for records.

1.8. Secure main entrance/gate:

1.8.1. Guard house:

- ✓ Full time security guard conducting security checks;
- ✓ Communication equipment, panic buttons, windows with full view and have glazing.
- ✓ Must have an ablution facility.

1.8.1 Entrance for vehicles:

- ✓ Lockable steel sliding gate;
- ✓ Boom gate.

1.9 Security rounds must be conducted within and outside the records storage facility.

1.10 Security checks must be conducted.

1.11 Security systems which are inspected and tested must be in place.

1.12 Key control measures.

1.13 Locks

- 1.13.1** High security locks be fitted as an integral part of all office doors and the use of cylinder type deadlocks must preferably be used. The locks must facilitate the replacement of the cylinder without the need to replace the casing of the lock. The locks must enable the use of master key.

1.14 Window Burglar Proofing:

- 1.14.1** Must be strong bars – preferably square tubing;
1.14.2 Must be drilled to the concrete wall.

1.15 Firefighting Equipment

- 1.15.1** The records storage facility shall be so designed, constructed and equipped that in case of fire:
- ✓ The protection of occupants or users therein is ensured and that provision is made for the safe evacuation of such occupants or users.
 - ✓ The spread and intensity of such fire within such building and the spread of fire to any other building will be minimized.

- ✓ Sufficient stability will be retained to ensure that such building will not endanger any other building, provided that in the case of any multi-storey building no major failure of the structural system shall occur.
 - ✓ Adequate means of access and equipment for detecting, fighting, controlling and extinguishing such fire is provided.
- 1.15.2 Contingency plans for RMC
- 1.15.3 Maintenance for fire detection systems
- 1.16 Systems
 - 1.16.1 Key Control Management System.
 - 1.16.2 An Intruder Alarm System.
 - 1.16.3 Fire Detection System:
 - ✓ Smoke Detector and Fire Sprinkler.
 - ✓ Fire Suppression Unit
 - 1.16.4 Control room for monitoring of the safety and security systems such as:
 - ✓ Intruder alarm system.
 - ✓ Fire escape doors around de facilities.
 - ✓ Fire detection system linked to the control room fire panel.
 - ✓ RF tracking.
 - ✓ Fire detection panel.
- 1.17 Disaster recovery plan to be developed and presented.
- 1.18 Screening of the service provider's officials – twice a year.

ANNEXURE F

ANNEXURE F – ICT REQUIREMENTS

ANNEXURE F

1. ICT REQUIREMENTS

1.1. Server Room

- 12m2 Server Room
- Brick Wall or Steel Reinforced all around
- Raised Anti-Static Heavy Duty Tiles and a Ramp
- Fire Sprinkler System must not be installed in the Server Room
- Fire Protection System for Server Rooms
- 2x 26 Split Unit Air Conditioner
- No Windows
- Secured Ceiling
- Sub Distribution Board board
- Earth pole
- Grade 2 – security fire door
- Server Room must not be next to Toilets, Kitchen or any plumbing clusters
- Server Room must be at a location where it can cover 100m cabling distances to all ends

1.2. ICT Support Location

- Dedicated and Lockable Office
- 12m2 in size

1.3. Electrical /Power

- Boardroom (6 red and 6 white power plugs)
- Offices (1 red and 1 white plug)
- Training Room (15 red and 15 white plugs)

1.4. Infrastructure

- One Red Power Point and One White Point everywhere power is required
- 125Amp Trip Switch for every five Power Points
- Two Conduits Underfloor Grating
- Telkom Requirements for Data Lines (Metro Ethernet) and ISDN Lines: GPS Coordinates, Physical Address, ERF Number and On Premise Telephone
- For Each Multifunction Printers – One Dedicated Power Point (20 users per unit)
- One dedicated Power Point per Bulk Scanner (maximum = 3)

1.5. Critical Evaluation Elements

- Bidder to Provide Telkom infrastructure Availability information (Metro Ethernet at Best, Diginet 4MB's at Worst).

1.6. NUMBER OF STAFF MEMBERS

Region	SASSA Staff compliment
FREE STATE	28
NORTH WEST	29
KWAZULU NATAL	75
WESTERN CAPE	43
NORTHERN CAPE	18
GAUTENG	43
LIMPOPO	55
MPUMALANGA	34
EASTERN CAPE	57

National Footprint (Specify towns/cities where the bidder has/intend to have the Records Storage Facilities in the country)

Region	City/Town
Eastern Cape	
Free State	
Gauteng	
Kwazulu Natal	
Limpopo	
Mpumalanga	
North West	
Northern Cape	
Western Cape	

ANNEXURE H

ANNEXURE H

PACKAGING OF THE BID PROPOSAL

ANNEXURE H

PACKAGING OF THE BID PROPOSAL

CONTENTS

File Divider

- Bid Forms

File Divider

- All Administrative Compliance Documents.

File Divider

- Checklist for submission of Bid

File Divider

- Profile of the Company in relation to records management – current compliance to all regulations, security measures, national footprint, etc.
- Experience – Completed table (for experience) provided in the bid specifications.
- Letters from the bidder's clients (maximum of 3 current clients) confirming the contract period and the number of records volumes managed by the bidder.

File Divider

- Initial Records Intake Exercise Plan.

File Divider

- Proposed Plan for the Records Transportation, Storage, Maintenance, Retrieval, Support Services and Office Accommodation in SASSA specified locations.
- Proposed Occupational Health & Safety, Security, Cleaning Services and Facility Maintenance Plan.
- Annexure 20: Checklist for Offsite Storage Facilities from National Archives

File Divider

- Disaster Management Plan.

File Divider

- Price Proposal (enclosed in an envelope).

File Divider

- All other information as per bid specifications.

ANNEXURE I

Annexure - J

Service Standards

SERVICE STANDARDS

1. KEY PERFORMANCE AREAS AND INDICATORS

- 1.1 The Service Provider is responsible for ensuring full compliance at all times to all the Key Performance Areas (KPA's).
- 1.2 Each KPA is allocated 100 points, where there are failures in meeting any of the KPA's, an e-mail (rectification order) will be issued by the Agency to Service Provider.
- 1.3 The Service Provider shall be given a specified amount of time to rectify the issue raised in the e-mail (rectification order).
- 1.4 If there is a failure to rectify the issue within the prescribed time frame, penalty points shall be deducted for each failure as detailed under the penalty point value.
- 1.5 If the Service Provider complies with the service standards, a compliance letter shall be issued on a monthly basis by each Regional Project Manager;
- 1.6 Monthly operational meetings are to be held to review contract performance based on the KPA's.
- 1.7 The performance measurement tool shall be applied per RMC.

1.8 PENALTY AND REWARD SYSTEM

- 1.8.1 The Service Provider will be penalised if more than 200 points are issued per month:
- 1.8.1.1 Either in one KPA or in various KPAs combined.
 - 1.8.1.2 The Service Provider shall also receive a complimentary/compliance letter where compliance to the KPAs is achieved on a monthly basis.
 - 1.8.1.3 The table below sets out penalties which shall be levied, which will be applicable per Region:

POINTS VALUE	PERFORMANCE DEDUCTIONS
700	Contract Review at Risk
650	80% of Consolidated Monthly Service Fee at Risk
600	70% of Consolidated Monthly Service Fee at Risk
550	60% of Consolidated Monthly Service Fee at Risk
500	50% of Consolidated Monthly Service Fee at Risk
450	40% of Consolidated Monthly Service Fee at Risk
400	30% of Consolidated Monthly Service Fee at Risk
350	20% of Consolidated Monthly Service Fee at Risk
300	10% of Consolidated Monthly Service Fee at Risk
250	5% of Consolidated Monthly Service Fee at Risk
200	1% of Consolidated Monthly Service Fee at Risk
150	Threshold
Less than 150	Compliance Letter

NB: The penalty points will be allocated upon agreement and relevant proof.

1.9 STANDARDS FOR RECORDS MANAGEMENT SERVICES

1.9.1 OPERATIONS

KEY PERFORMANCE AREA	TURNAROUND TIME FOR THE AGENCY	TURNAROUND TIME FOR SERVICE PROVIDER	INDICATOR	PORTFOLIO OF EVIDENCE (Proof that standard has been met)	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
A. Collection of files from the Local Offices	12-month Collection of Files Schedule submitted to Service Provider within the implementation date of the SLA.	Once a week	Files collected from all Local Offices as per the schedules	Fact sheet/registers/batch-control for each collection signed by Driver, Local Office Official & RMC Official	Within 48 hours	70
Usage of containers with seals for collection of files			Seal of each container broken by RMC Official upon delivery.			
B. File Retrieval (24 Hours) Average Number of normal requests per day: 500 files	Request submitted by 10:00 the previous day	One day after receiving request.	All files requested provided within set time frame	Request/Picking list. Retrieval Report.	Within the next 4 working hours	70
B1 File Retrieval (72 hours) More than 1500 files	5 days in advance.	5 days after receiving request.	All files requested provided within set time frame Condition: Subject to agreed upon logistical arrangements (SASSA & Service Provider)	Retrieval Report.	N/A	N/A
C. File Retrievals (4 Hours) Average Number of special requests per day: 50 files	Request submitted one hour before turnaround time	4 hours after receiving request	All files requested provided within set time frame	Request/Picking list. Retrieval Report.	Within the next working hour	70

KEY PERFORMANCE AREA	TURNAROUND TIME FOR THE AGENCY	TURNAROUND TIME FOR SERVICE PROVIDER	INDICATOR	PORTFOLIO OF EVIDENCE (Proof that standard has been met)	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
D. Provision of Media Products/Boxes • Standard carton base with lid	N/A	Within a week after receiving a request	All boxes requested provided within set time frame	Receipt voucher	Within one working day	40
E. Monthly Management Reports	N/A	Monthly	Management Reports submitted on the 3 rd working day of each month	Management report	24 hours	60
F. Customer Service • Conduct Customer Service Satisfaction Surveys per RMC	N/A	Six monthly	Report on the survey conducted submitted to SASSA.		One week	70

1.9.2 RECORDS STORAGE

NB: The site inspections shall be conducted by the Agency on a six monthly basis.

KEY PERFORMANCE AREA	TURNAROUND TIME FOR SERVICE PROVIDER	INDICATOR	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted from 100 if non-performance is not corrected within rectification time)
A. Security Measures	Date of occupation	Operational 24-hour monitored security within the storage area	24 hours	100
	Date of occupation	Physical access control in the storage area	Immediately	100
	1 month after occupation	Procedure manual on access to the storage area	One week	60
B. Effective Prevention and Management Plan	1 month after occupation	Approved Disaster Prevention and Management Plan	One week	70
	1 month after occupation	Approved business continuity plan	One week	50
	Date of occupation	Electronic Records Management System for capturing files before storage	24 hours	90
C. Storage Capabilities	Date of occupation	Lifted Shelving and Racking	24 hours	70
	Date of occupation	Maintenance of appropriate ventilation controls for the preservation of files	24 hours	70
	Date of occupation	Durable quality and acceptable condition of boxes supplied by Service Provider	24 hours	60
	Immediately	Files kept inside boxes	Immediately	50
	Daily	Warehouse maintained in a clean condition	24 hours	50
D. Physical Care Services	Quarterly	Fumigation against insects and rodents conducted	48 Hours	50
	Date of occupation	Keeping files away from direct light	1 month	60
E. Records Vehicles	Date of occupation	Secure and safe transport as per National Archives requirements (e.g. no windows, locking mechanism, no files on seats, vehicle tracking system)	7 days	80

1.10 SERVICE STANDARDS FOR CLEANING AND SANITATION

KEY ASPECT	INDICATOR	RECTIFICATION TIME (if standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
A. Cleanliness standards in the following key service areas: <ul style="list-style-type: none"> Bathrooms; Kitchens (sink/fridges/microwaves) Water Coolers; Workstations (chairs, tables); Carpeted/Tiled Floors; Pause Area; Boardrooms; Storerooms; Dustbins; Waste Room; Window Seats; Glass Doors/Walls; and all other areas as per specifications. 	<ul style="list-style-type: none"> All key service areas cleaned in line with the specifications, with few issues to rectify 	2 hours	70
	<ul style="list-style-type: none"> 85% of officials rating the overall service good or above. 		
	<ul style="list-style-type: none"> Training records on cleaning and sanitation related training (as per cleaning industry requirements) attended by the cleaners and Supervisor. 	360 hours	110
B. Cleaners Daily Work Attendance	<ul style="list-style-type: none"> Cleaners are available for their contracted hours of work 	1 hour	110
	<ul style="list-style-type: none"> Competent Relievers for absent cleaners and those on leave reporting for duty before 08:30 		
	<ul style="list-style-type: none"> Training records on cleaning related (as per cleaning industry requirements) training attended by the relievers. 	168 hours	110
C. Provision and Maintenance of Sanitary Equipment and Consumables	<ul style="list-style-type: none"> SABS approved sanitary equipment and consumables 	24 hours	110
	<ul style="list-style-type: none"> Sanitary equipment functioning at all times 	24 hours	110
	<ul style="list-style-type: none"> Sanitary Waste Bins emptied weekly 	1 hour	110
	<ul style="list-style-type: none"> No shortage of sanitary consumables in 	1 hour	110

KEY ASPECT	INDICATOR	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
	bathrooms.		
	<ul style="list-style-type: none"> Daily refills done before 07:00 a.m. 		110
D. Provision of Quarterly Cleaning Exercises	<ul style="list-style-type: none"> Order of e.g. chairs, tables, dustbins in offices and workstations restored after chairs and deep carpet cleaning 	2 hours	70
	<ul style="list-style-type: none"> Chairs and carpet cleaned in line with expectations 	168 hours	70
	<ul style="list-style-type: none"> All Quarterly Exercises (Deep Carpet Cleaning, Chair Cleaning, Pest Control, Interior Windows Cleaning, Foyer & Deep Carpet Cleaning) completed in line with set time frames and expectations. 	168 hours	70
E. Provision and Maintenance of General Cleaning Equipment and Supplies	<ul style="list-style-type: none"> SABS approved cleaning equipment and supplies 	24 hours	110
	<ul style="list-style-type: none"> Functional cleaning equipment at all times 	24 hours	110
	<ul style="list-style-type: none"> No shortage of general cleaning supplies 	3 hours	110
F. Presentation and Uniform	<ul style="list-style-type: none"> All staff well presented in company uniform and equipped at all times 	24 hours	70
G. Safety Management System	<ul style="list-style-type: none"> Clear and visual signs of safety (wet floor signs) 	20 minutes	110
	<ul style="list-style-type: none"> Training records on safety training (operations, chemicals, equipment) attended by cleaners. 	360 hours	110
	<ul style="list-style-type: none"> Usage of safe equipment and appropriate material (e.g. gloves) by cleaners. 	3 hours	70
H. Public Liability	<ul style="list-style-type: none"> Proactive measures by Service Provider to prevent damage or injury 	120 hours	70
	<ul style="list-style-type: none"> Very low number of claims 	120 hours	110
	<ul style="list-style-type: none"> Cleaners fill in statements when required 		110

KEY ASPECT	INDICATOR	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
	<ul style="list-style-type: none"> Efficient processing of claims 		110
	<ul style="list-style-type: none"> Cleaners promptly attend to spills 	1 hour	110

1.11 STANDARDS FOR SECURITY SERVICES

KEY ASPECT	INDICATOR	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
A. Main Gate Access Control	<ul style="list-style-type: none"> Access control register Physical security guards Random searches on people and vehicles conducted 	2 hours 2 hours 1 week	70 70 50
B. CCTV Cameras	<ul style="list-style-type: none"> Lockable remote controlled gate CCTV installation certificate Cameras and monitor linked to a control room 	48 Hours 48 Hours 48 Hours	50 70 70
C. Perimeter lighting	<ul style="list-style-type: none"> 90 days back-up drive Functional flood lights 	24 hours 24 hours	70 70
D. Locks	<ul style="list-style-type: none"> High security locks for server room, bulk shredding room and training room 	48 hours	40
E. Burglar proofing	<ul style="list-style-type: none"> High tensile burglar bars on all windows and external doors 	1 week	40

1.12 STANDARDS FOR OCCUPATIONAL HEALTH AND SAFETY

KEY ASPECT	INDICATOR	RECTIFICATION TIME (If standard not met)	PENALTY POINTS (Deducted if non-performance is not corrected within rectification time)
A. Occupational Certificate	<ul style="list-style-type: none"> Approved Occupational certificate 	60 days	30
B. Electrical Compliance Certificate	<ul style="list-style-type: none"> Approved electrical certificate by a technician with registered electrical council 	0 hours	90
C. Fire Certificate for Office Space	<ul style="list-style-type: none"> Approved fire certificate by fire brigade / SANS Compliant 	5 Days	90
D. Air Conditioners	<ul style="list-style-type: none"> Functional air conditioning units (adjustable to appropriate temperatures in winter and summer) 	48 hours	50
E. Firefighting equipment	<ul style="list-style-type: none"> Fire extinguishers / SANS Compliant 	24 hours	50
	<ul style="list-style-type: none"> Fire hose reels / SANS Compliant 	24 hours	50
	<ul style="list-style-type: none"> Sprinklers / SANS Compliant 	24 hours	50
	<ul style="list-style-type: none"> Fire hydrant / SANS Compliant 	24 hours	50

ADDRESSES

For the Agency:-

Office of the Chief Executive Officer
501 Prodinsa Building
Cnr Steve Biko and Pretorius Street
Pretoria

For the Service Provider:-

SIGNED AT _____ ON THIS THE ____ DAY OF _____ 2022

AS WITNESSES:

1. _____

2. _____

For and on behalf of the **Agency** (duly
authorised)

SIGNED AT _____ ON THIS THE ____ DAY OF _____ 2022

AS WITNESSES:

1. _____

2. _____

For and on behalf of the **Service Provider**
(duly authorized)



Rectification Order No.:

Date:

No.	Service Description	Rectification Time

SASSA Representative

Name:

Signature:

Date:

ANNEXURE 20: CHECK-LIST FOR OFF-SITE STORAGE FACILITIES⁴⁴

NAME OF PRIVATE STORAGE FACILITY: _____

DATE VISITED: _____

1. COMPANY PROFILE	
1.1 What is the company's mission?	
1.2 How does that mission compare with the goals and needs of your body?	
1.3 How long has the company been in the business of information management?	
1.4 Will the company provide references?	Yes/No
1.4.1 Will the company provide contact particulars of other <i>governmental bodies</i> that use the services of the company?	
1.4.2 Who are the other major clients? Provide contact particulars.	
1.5 Is the company an active member of PRISM International?	Yes/No
2. GENERAL SECURITY	
2.1 Does the company have 24-hour monitored security?	Yes/No
2.2 Does the company have authorized access to the facility?	Yes/No
2.3 Does the company have in-house security training and procedures?	Yes/No
2.4 Does the company have monitored vault entry?	Yes/No
2.5 Does the company have a secure loading and unloading area?	Yes/No
2.6 Does the company have authorization procedures that meet the governmental body's requirements?	Yes/No
2.7 Is the company using outsourced security service providers?	Yes/No
2.7.1 Will the company provide the name of the security service provider?	
2.7.2 Is the security services provider registered with the Private Security Industry Regulatory Authority ⁴⁵ ?	Yes/No

44 Adapted with the kind permission of PRISM International from their publication *Demand the best. A guide to help select an Off-site Information Management Company* [<http://www.prismint.org>] and according to South African Bureau of Standards, SANS 11799 – *Information and Documentation – Document storage requirements for archive and library materials*.

45 Private Security Industry Regulatory Authority, Street address: 481 Belvedere Street, Arcadia, Pretoria; Telephone: (012) 337 5500; Fax: (012) 324 3338; Website: <http://www.sira-sa.co.za>.

2.7.2.1 Can the company provide a registration certificate for the security company?	
2.8 How frequently are the security rounds done?	
2.9 Does the company itself conduct a daily security check?	Yes/No
2.10 Are security systems inspected and tested regularly?	Yes/No
2.11 Are the facilities situated in high crime areas?	Yes/No
2.11.1 What additional security arrangements were made for these?	Yes/No
3. DISASTER PREVENTION/PLANNING	
3.1 Does the facility have adequate fire detection systems?	Yes/No
3.1.1 Are all parts of the building connected to the fire detection system?	Yes/No
3.1.2 Is the fire detection system connected to a central monitoring panel? And does the system	Yes/No
3.1.2.1 issue a local warning at the control panel, indicating where the fire has been detected?	Yes/No
3.1.2.2 operate a plant shut down sequence to ensure that electrical, gas, heating and air conditioning systems does not contribute to the spreading of the fire?	Yes/No
3.1.2.3 automatically transmit a warning to the local fire brigade?	Yes/No
3.1.2.4 transmit a general fire alarm throughout the entire building?	Yes/No
3.1.3 Is the building equipped with manual fire alarm points?	Yes/No
3.2 Does the facility have adequate automatic fire suppression systems?	Yes/No
3.2.1 Describe systems used.	
3.2.2 Is the system regularly inspected and maintained?	Yes/No
3.2.3 Does the facility have portable fire extinguishers?	Yes/No
3.2.3.1 Are the portable fire extinguishers strategically placed?	Yes/No
3.2.3.2 Are the staff trained in the use of the portable fire extinguishers?	Yes/No
3.2.3.3 Are these portable fire extinguishers inspected and tested regularly?	Yes/No
3.4 Does the facility have a no-smoking policy?	Yes/No

3.5 Does the facility have a compliance certificate issued by the local Fire Brigade?	Yes/No
3.5.1 Can the company provide a copy of the certificate?	Yes/No
3.6 Is the alarm system activated by line tampering or disruption?	Yes/No
3.7 Does the facility have a regularly maintained and tested internal disaster plan?	Yes/No
4. FACILITY	
4.1 Is the facility in a desirable location?	Yes/No
4.1.1 Is the facility located in a non-flood prone area?	Yes/No
4.1.2 Is the facility at risk from earthquakes, tidal waves or landslides?	Yes/No
4.1.3 Is the facility at risk from fire or explosions in adjacent sites?	Yes/No
4.1.4 Is the facility near a place or a building that attracts rodents, insects and other pests?	Yes/No
4.1.5 Is the facility near a plant or installation that emits harmful gases, smoke, dust, etc.?	Yes/No
4.1.6 Is the facility in a polluted area?	Yes/No
4.1.7 Is the facility near a strategic installation which could be a target in an armed conflict?	Yes/No
4.2 Is the facility built according specific construction standards to ensure that it would be able to carry the weight of the paper?	Yes/No
4.3 What is the condition of the roof?	Good/Average Bad
4.3.1 Does the warehouse have a ceiling against the roof? ⁴⁶	Yes/No
4.4 Is there evidence of water leaks in the roof?	Yes/No
4.5 Does the facility have windows in the walls or the roof?	Yes/No
4.5.1 Are the windows blacked out? or	Yes/No
4.5.2 Are the windows covered with UV filtering?	Yes/No
4.6 Is illumination controlled to minimize damage to records?	Yes/No
4.7 Is the building ventilated in such a way that free air flow prevents	Yes/No

⁴⁶ If not, indicate that archival records may not be stored on the first three rows of shelves underneath the roof because heat can damage paper.

pockets of humidity from building up?	
4.7.1 Is the shelves lifted at least 150mm from the floor and the ceiling to ensure a free flow of air?	Yes/No
4.7.2 Is the air quality inside the building monitored for air pollution a oxidizing gasses and dust?	Yes/No
4.8 Is the facility climatically controlled?	Yes/No
4.8.1 Is the interior of the building insulated against external climatic changes?	Yes/No
4.8.1.1 Describe how it is insulated.	
4.9 Is the inside of the facility constructed of materials that are non-combustible and that does not attract, emit or retain dust?	Yes/No
4.9 Where are the following situated in relation to the storage facility?	
4.9.1 electricity supply systems	
4.9.2 gas supply systems	
4.9.3 water supply systems	
4.9.4 temperature/humidity control systems	
4.9.5 air filtration plant	
4.9.6 ventilation plant	
4.10 Does the facility have back-up power systems?	Yes/No
4.11 Does the facility have proper insurance coverage in the event of a disaster?	Yes/No
4.12 Is the facility in a stand-alone building? Or	Yes/No
4.12.1 Is the facility located in a multi-tenant building?	Yes/No
4.12.2 Who are the other tenants and what are their businesses? ⁴⁷	Yes/No
4.13 Are there other businesses near this facility that could be potentially hazardous?	Yes/No
4.14 Does the company engage in any other business at its facilities (moving and storage, public warehousing, etc.)?	Yes/No
4.15 Are there water pipes inside the building to evaluate if there is a danger that records could be flooded? ⁴⁸	Yes/No

⁴⁷ Records storage facilities should not be close to other tenants who have businesses that can cause fire, water or chemical damage.

4.15.1 How regularly are they checked for leaks?	
5. COURIER VEHICLES	
5.1 Are the vehicles designed for safe records transport?	Yes/No
5.2 Are the vehicles climatically controlled?	Yes/No
5.3 Do the vehicles have appropriate security?	Yes/No
5.3.1 Describe the security.	
5.4 Are the vehicles secured while at a delivery/pick-up site?	Yes/No
5.5 Do the vehicles undergo preventative maintenance?	Yes/No
5.5.1 How regularly?	
5.6 Are the vehicles equipped with appropriate two-way communications (cellular phones, pagers, etc.)?	Yes/No
5.7 Are vehicles equipped with a global positioning system?	Yes/No
5.8 Are vehicles equipped with a fire extinguisher?	Yes/No
6. POLICIES & PROCEDURES	
6.1 Does the company have a clear and acceptable business contract?	Yes/No
6.2 Are shipping and receiving lists signed and maintained for future reference?	Yes/No
6.3 Does the company have a comprehensive employee screening process?	Yes/No
6.4 Does the company have a substance abuse policy (initial and ongoing)?	Yes/No
6.5 Are the employees/drivers provided with uniforms and identification cards?	Yes/No
6.6 Are employees required to sign a confidentiality agreement?	Yes/No
6.7 Is there ongoing employee education regarding the protection of the records in the care of the company?	Yes/No
6.8 Are after-hours personnel trained to handle client emergencies/requests?	Yes/No
7. STORAGE CAPABILITIES	
7.1 Is the company equipped to store:	

48 If there are, there is a danger of flooding.

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7.1.1 Audio and video tapes?	Yes/No
7.1.2 Computer media?	Yes/No
7.2.3 Hardcopy records?	Yes/No
7.1.4 Micrographics?	Yes/No
7.1.5 X-Rays?	Yes/No
7.1.6 Maps?	Yes/No
7.1.6.1 How are maps stored?	Yes/No
7.1.7 List other formats stored	Yes/No
7.2 Does the facility have adequate space to meet current needs?	Yes/No
7.3 Does the facility have adequate space to meet future needs?	Yes/No
7.4 Does the facility have temperature and humidity controlled environment for:	Yes/No
7.4.1 Hardcopy records?	Yes/No
7.4.2 Electronic records	Yes/No
7.4.2.1 Is the vault constructed according to SA national standards?	Yes/No
7.4.2.2 Does the media vault have an auxiliary power backup?	Yes/No
7.4.3 Is the racking and shelving specifically designed for information management? ⁴⁹	Yes/No
7.4.3.1 Are the shelves lifted above the floor?	Yes/No
7.5 What is the general condition of the boxes?	Yes/No
7.6 What type of containers/boxes do they use?	Yes/No
7.7 How are the files kept inside the containers?	Yes/No
7.8 Is the company aware that archival paper records should be stored in acid free containers?	Yes/No
8. PHYSICAL CARE	
8.1 Are the facilities dust free?	Yes/No

⁴⁹ Archival records must be stored on shelves that are made of coated metal. Wooden shelving should be avoided, as it can release harmful vapours, can contribute to the spread of fire, may harbour insects and may collapse when there are floods.

8.1.1 How often are the buildings cleaned?	Yes/No
8.2 Is humidity a problem?	Yes/No
8.3 Are insects a problem?	Yes/No
8.3.1 How often do they fumigate the building?	Yes/No
8.3.2 Are they using an outside service provider to fumigate?	Yes/No
8.3.3 Are they supervising the service provider?	Yes/No
8.3.4 Will they provide the name of the company?	Yes/No
8.4 Are rodents a problem?	Yes/No
8.4.1 Are they taking preventative actions?	Yes/No
8.4.1.1 Describe what actions are taken.	Yes/No
8.5 Is too much sunlight/electric lighting a danger to the records?	Yes/No
8.5.1 Are they taking preventative actions?	Yes/No
8.5.1.1 Describe actions taken.	Yes/No
9. CUSTOMER SERVICES	
9.1 Do they have 24-hour customer access?	Yes/No
9.2 Do they use barcode tracking?	Yes/No
9.3 Do they provide client procedures and/or training?	Yes/No
9.4 Do they provide client review rooms?	Yes/No
9.5 Are computer reports available?	Yes/No
9.6 Do they provide confidential destruction services for:	Yes/No
9.6.1 Hard copy?	Yes/No
9.6.2 Media?	Yes/No
9.7 Do they assist with:	Yes/No
9.7.1 Contingency planning?	Yes/No
9.7.2 Disaster recovery services?	Yes/No
9.8 Do they have a courier service that is:	Yes/No
9.8.1 Company staffed?	Yes/No

9.8.2 Outside vendor?	Yes/No
9.8.3 Emergency service only?	Yes/No
9.9 Do they handle Departmental billing?	Yes/No
9.10 Do they provide e-mail transmission of records?	Yes/No
9.11 Do they provide fax transmission of records?	Yes/No
9.12 Do they provide emergency pick-up and delivery services?	Yes/No
9.13 Do they provide facility management/ outsourcing services?	Yes/No
9.13.1 Describe what services are provided.	Yes/No
9.14 Do they provide index and inventory services?	Yes/No
9.15 Do they provide information management consulting?	Yes/No
9.15.1 Describe what services are provided.	Yes/No
9.16 Do they provide microfilming/ imaging services?	Yes/No
9.17 Do they provide a phone reference service?	Yes/No
9.18 Do they provide remote (online) access?	Yes/No
9.19 Do they provide retention schedule monitoring?	Yes/No
9.20 Are they aware of the National Archives and Records Service's requirement that public records destruction must be authorized with a written disposal authority?	Yes/No
9.21 Do they provide retrieval and refile services?	Yes/No
9.21.1 How efficient is the retrieval system of the records?	Yes/No
9.21.1.1 Are they willing to demonstrate their retrieval system?	Yes/No
9.21.1.2 Describe the retrieval system.	Yes/No
9.22 Are storage containers readily available?	Yes/No
9.23 Are computer media transfer cases available?	Yes/No
9.23.1 Are there different levels of security for these cases?	Yes/No
9.24 Is a statement of service and prices available?	Yes/No
9.25 Is client records/information management software available?	Yes/No

ANNEXURE 21: PROTECTING RECORDS AGAINST VARIOUS PERILS

1. General

Records are constantly subject to perils that may either damage or destroy the physical record. Ideally, records should be stored in premises specifically built and equipped for effective record storage. This way records could be completely protected thus ensuring their durability.

It is essential that all records be effectively stored and protected. The heads of all governmental bodies must ensure that adequate steps are taken to ensure that the records in their custody are protected against the dangers discussed below.

2. Fire

This can be one of the most destructive dangers to records and all possible precautions should be taken to protect the records.

2.1 Position of record storage areas

The records should not be stored in areas near or alongside areas where flammable materials, like paint, petrol, etc. are stored as this could easily result in a fire breaking out.

2.2 Construction of storage areas

As far as possible, the walls, floors and roof should be constructed of non-flammable materials, like brick and cement. The doors should be sturdy, made from steel and lock properly. The windows should be equipped with burglar proofing. Both the windows and doors should be constructed in such a manner that no unauthorised persons may gain access to the records to cause a fire. Electrical installations should be installed in such a way as to prevent electrical faults from causing a fire.

2.3 Shelving and cabinets

These should be constructed from non-flammable materials to provide additional protection to the records.

2.4 Fire sources

Like matches, smoking and inflammable materials should be prohibited in the record storage areas. Oiled rags and wax used during cleaning can also lead to spontaneous combustion.

2.5 Fire extinguishers

These should be easily available and in good working order. Water, dry powder or foam based extinguishers should not be used as these will in any event damage the records. Preferably carbon dioxide (CO₂) extinguishers should be used as the gas will not destroy or damage the records. Fire-fighting apparatus should be inspected annually. If a fire should break out, it should be extinguished as soon as possible. Staff should be adequately trained and aware of the dangers of CO₂ to humans.

3. Water

Water on documents results in the records becoming illegible. Every precaution should be taken to avoid records being damaged by this peril.

No water pipes should be in or near the registry or other record storage areas as these may leak, burst or flood the area.

Every possible precaution should be taken to prevent rainwater from entering the record storage area. Leaking roofs and water pipes should be repaired timeously to prevent records from being damaged.

When records are damaged by water, efforts to dry them should be made quickly. The recommended procedure is to separate the documents carefully, place the documents between sheets of blotting paper and with a fan or hairdryer direct warm air over the documents. Records should never be opened or placed in direct sunlight to dry.

4. Pests

Pests, plaques, fish moths, cockroaches, termites, rodents, like rats and mice, etc, sometimes damage records. Records that are stored in cellars, attics and outbuildings are particularly vulnerable to these hazards. Damage can be prevented by **not** storing records in these areas.

Registry and other record storage areas should be regularly examined by the Registry Head and Records Manager to check that none of these pests are found amongst the records. Regular fumigation of records storage premises should occur by utilizing pesticides that won't damage the records. The safety of personnel and the records must be considered.

5. Extremes of temperature and humidity

This peril is one that is gradual and least observed. In extremely damp and humid conditions, paper-based records become mildewed. While in extremely dry climatic conditions, paper records become brittle and break easily. The best way of protecting records against these conditions is to select premises that are not exposed to extremes of temperature and humidity.

At sea level, premises beneath ground level should be avoided as these areas are inclined to remain damp. In addition, sharp changes in temperatures should also be avoided in record storage areas. In urban and industrial areas, care must be taken against the effects of smog conditions, as the chemical constituents in the air are harmful to paper-based records.

However, care should also be taken to ensure that storage areas receive sufficient clean fresh air to avoid records being infected with mildew. Another important way of protecting records from being affected by extreme climatic conditions is to ensure that good quality stationery is used which increases the records' durability.

6. Light

When records are exposed to light, their durability is severely affected. Paper-based records bleach and the writing fades. This is particularly the case of records exposed to direct sunlight. However, even exposure to indirect sunlight and artificial light damages

records over time. Thus, no direct sunlight should be allowed to shine on the records. In the storage areas of those records consulted less frequently all light sources should be limited. The electrical lights should be switched off when nobody is working in the storage areas. Similarly, the lights between the shelves in registry should be off when files are not being sought or repacked.

7. Dust

The record storage areas should be cleaned and dusted regularly. Records should be kept in boxes and in cabinets in order to protect the records against dust.

8. Handling

Constant handling results in records becoming damaged. Documents should be stored securely in file covers to provide protection from handling.

The file covers that a body considers using should be determined by the amount of physical wear and tear to which they will be subjected. The staff using the records should be encouraged to handle the records carefully in order to protect the records from being unnecessarily damaged.

9. Unauthorised removal

To prevent records from becoming damaged, removed or destroyed, the Records Manager must ensure that measures are in place to prevent unauthorised persons from having access to registry and record storage areas during and after office hours. The control of keys to these areas should be assigned to a specific person who should ensure that access to these areas only occurs under supervision. Precautions should also be taken to burglarproof all windows that are accessible from the street. A counter should be erected to separate the registry work area from the entrance so as to prevent the entry of unauthorised persons. Staff from other division/sections should not have free access to the records and that includes personal files.