



TRANS-CALEDON TUNNEL AUTHORITY

TCTA was established by Government Notice No 2631 in Gazette No 10545 dated 12 December 1986 and then revised by Government Notice No 277 in Gazette No 21017 dated 24 March 2000

It is a specialised liability management body for bulk water supply development in the most cost-effective manner to the benefit of the water consumer.

TCTA is based in Centurion.

For more information on TCTA, please visit our web site www.tcta.co.za

**REQUEST FOR TENDER
RFT NO: TCTA/2011/IT/005**

**APPOINTMENT OF A PROFESSIONAL SERVICE PROVIDER TO
IMPLEMENT AN ELECTRONIC DOCUMENTS AND RECORDS
MANAGEMENT SYSTEM (EDRMS) BASED ON THE EXISTING MICROSOFT
SHAREPOINT PLATFORM**

ISSUING DATE

09 January 2012

CLOSING DATE

19 January 2012

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1. **SUBMISSION CHECKLIST**

Description		Submitted (Yes/No)
Envelope A – Technical Proposal (1 original & 4 copies)		
	Comprehensive technical proposal	
	Annexure 1: Reference Letters	
	Annexure 2: Account Manager CV	
	Annexure 3: Initialled copy of this RFT document	
	Annexure A: Tax Clearance Certificate	
	Annexure B: Covenant of Integrity Affidavit	
	Annexure C: Bribery and Corruption Declaration	
	Annexure D: Enterprise Information Affidavit	
	Annexure E: Enterprise Information	
	Annexure F: BBBEE	
	BBBEE Verification Certificate	
	BBBEE Score Card	
Envelope B – Financial Proposal (1 original)		
	Detailed financial proposal/quotation	

2. SPECIAL CONDITIONS OF TENDER

Tender Number	TCTA/2011/IT/005
Title of this RFT	Appointment of a Professional Service Provider to Implement an Electronic Documents and Records Management System (EDRMS) based on the existing Microsoft SharePoint Platform.
RFT Issue Date	09 January 2012
Compulsory Briefing Session	13 January 2012 at 11:00 in the Katse Boardroom in TCTA offices (see address below) NB: Kindly send all clarification questions to tenders@tcta.co.za so that responses can be prepared before the briefing session, where possible.
RFT Closing Time & Date	19 January 2012, 14:00
Tender Validity Period	120 calendar days commencing from the RFT closing date
Delivery Address	Proposals must be hand delivered at TCTA's offices located at the address indicated below and addressed to The Receiving Officer, and marked RFT No: TCTA/2011/IT/005 on or before the closing date and time: 265 West Street Tuinhof Building Stinkhout Wing First Floor Centurion
Technical Proposal	
Originals to be submitted	1
Copies to be submitted	4
Financial Proposal	
Originals to be submitted	1
Copies to be submitted	0

3. PROJECT DESCRIPTION

TCTA wishes to appoint a suitable qualified and experienced professional service provider to implement an Electronic Document and Records Management System (EDRMS) based on the existing Microsoft SharePoint platform.

4. BUSINESS DRIVERS

There is a requirement to improve the management of documents and records within TCTA, comply with the National Archives Act as well as ISO 9001. This includes the centralisation of documents and records management and their workflow thereof.

5. ABOUT TCTA

The Trans-Caledon Tunnel Authority (TCTA) is a state-owned entity, established by Government Notice No 2631 in Government Gazette No 10545, dated 12 December 1986, replaced by Government Notice 277 in Government Gazette No 21017, dated 24 March 2000, and promulgated in terms of the National Water Act, 1998 (chapter 10).

TCTA is a specialised liability management body. It finances and facilitates implementation of bulk raw water infrastructure within an acceptable risk framework; and in the most cost-effective manner to benefit water consumers

The organisation considers liability management to be a multi-disciplinary function that starts with funding and risk management at the one end of the spectrum, and ends with managing the engineering, construction and environmental components of project implementation.

TCTA also plays an important role as an advisor in the water sector in the realms of project initiation, restructuring of treasury activities and the review of water tariffing methodologies.

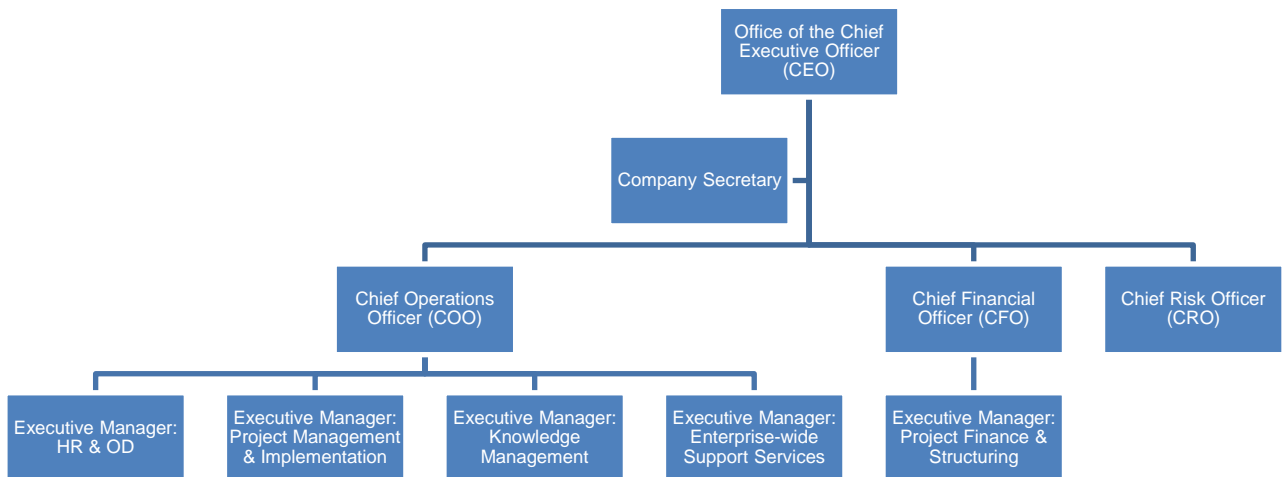
The corporate goals of TCTA are aligned with the strategic imperatives of government, in the context of its mandate and expected deliverables. The main strategic goals are as follows:

- to deliver to all the mandates provided by the Minister relating to the planning, implementation and financing of bulk raw water infrastructure, in accordance with specifications and within agreed timelines and budget.

- to ensure that all project activities facilitate social transformation and build sustainable communities by providing jobs and empowering women and youth and the disabled.
- to operate the business and its projects and processes in a cost-effective manner, conscious of imperatives of public finance management.
- to build the knowledge and capability of the organisation to support other institutions, in pursuit of greater efficiencies in overall water management and water services delivery.
- to ensure the continuous availability of high-calibre human capital for delivering on organisational mission into the future.

5.1 Organisational Structure

The high-level organisational structure is as follows:



6. CURRENT SITUATION

Currently TCTA has an Information and Records Management function located within the ESS Division. This function is responsible for the management of the entire lifecycle of both electronic and hardcopy documents and records, from creation to disposal. However, the management and storage of documents is currently decentralised. Some are stored in shared folders while others are stored in individual workstations and laptops.

TCTA procured and installed Microsoft SharePoint 2010 Enterprise Edition in 2010. However, the system is not currently configured or customised to deliver the functionality required by TCTA and tabled in detail under the Scope of Work.

Majority of work has been done towards process mapping and system design, through the services of a third party. A considerable amount of documentation is in place and will be made available to the preferred Tenderer during negotiation phase.

7. SCOPE OF WORK

The scope of work shall entail the full customisation of SharePoint as an EDRMS system that is compliant to NARS and ISO 9001 legislation and standard throughout the organisation. This shall be based on the TCTA's functional requirement listed in tables below. The requirements are aligned with Australian standards for EDRMS. Failure to submit proposal in the prescribed tables will lead to disqualification.

7.1 Mandatory Requirements (Non-negotiable)

The following requirements must be met in full. Failure to meet any of these requirements will lead to disqualification. No points will be awarded for these requirements.

Mandatory Requirement		Tenderer's Response (Yes/No)
		[NB: If Yes, please substantiate your answer] Yes = Fully Meet Requirement No = Does not meet requirement
1) Compliance with the following legislation and best practices		
	• National Archives Act	
	• Electronic Communication and Transactions Act	
	• ISO/SANS 15489	
	• ISO 9001	
2) Testing, Commissioning and Project Closeout Report		
	• Comprehensive system testing plan	
	• Commissioning strategy and plan.	
	• Change management strategy and plan.	
	• Compilation of lessons learnt throughout the project and producing a comprehensive project closeout report at the end of the project.	
3) Training (NB: Submit a Comprehensive Training Plan)		
	• Comprehensive training (training should include Introductory system administrator, Records management for administrators, and Records	

Mandatory Requirement		Tenderer's Response (Yes/No) [NB: If Yes, please substantiate your answer] Yes = Fully Meet Requirement No = Does not meet requirement
	management for end-users) of 3 Information and Records Management staff.	
	• Basic training (Collaboration for end-users) of 150 employees.	
	• Technical training of 2 IT support staff.	
	• Producing a user manual.	
4) Maintenance - Support and maintenance SLA for a period of one year, including the following.		
	• Ten (10) hours of onsite support per month.	
	• Unlimited telephonic support.	
5) Full implementation of six (6) workflows across the organisation. (Process mapping information and specifications for these workflows will be provided to the successful Tenderer)		
	• Meeting Scheduling and Document Administration	
	• Business Planning	
	• Budgeting	
	• Procurement	
	• Invoicing Processing	
	• Travel Management	

7.2 Functional Requirements

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information] Yes = Fully Meet Requirement No = Does not meet requirement
1) The solution is user friendly, modular, integrated, has a graphical user interface, is accessible from remote locations and is interoperable with other desktop office systems and business applications.		
	1.1) The solution interface is presented consistently across all windows, menus, commands and functions.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
1.2)	The solution is logical to operate and simple to learn taking into account the differing needs and abilities of potential users.	
1.3)	The solution's functions are intuitive and as easy to use as possible by enabling functions to be performed with as few mouse clicks or keystrokes as possible and the completion of routine functions from one screen.	
1.4)	The solution makes consistent use of function keys, hot-keys and short-cut keys across all modules and components.	
1.5)	The solution provides a web browser interface across all modules and components/functions.	
1.6)	The solution interfaces or integrates (as required) with Microsoft Office applications and Primavera for project management.	
1.7)	The solution is modular – that is TCTA need only purchase and pay for functionality that is required.	
2) The solution enables TCTA to rely upon records as an accurate record of the activity/activities that they document.		
2.1)	The solution ensures records may be relied upon as an accurate record of the activities that they document.	
3) Capture and register physical and digital documents and records, regardless of format and technical characteristics from within the source software package or the system software.		
3.1)	The solution captures physical and digital documents and records, regardless of format and technical characteristics, from: <ul style="list-style-type: none"> ▪ within the EDRMS solution software; ▪ within the source software; and ▪ web content, documents and assets published on the Intranet/Internet. 	
3.2)	The solution allows users to capture, register and store all digital documents and records in their native format.	
3.3)	The solution captures physical and digital documents and records upon saving or receipt.	
3.4)	The solution captures physical records that have been digitised using OCR and imaging technologies.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
3.5)	The solution enables the user to capture e-mail and all its attachments as a single record or as separate records whilst maintaining a link between the e-mail and the attachments.	
3.6)	The solution captures a dynamic document, such as a dynamic web page, as a snapshot 'frozen' in time.	
3.7)	The solution must make a clear and obvious distinction between digital documents and registered digital records.	
3.8)	The solution provides options for registering all unregistered digital documents in a particular folder or folders as formal records, in a single process.	
3.9)	The solution enables digital documents to be registered as records prior to disposal.	
3.10)	The solution allows users to transfer smoothly between the document management environment and the records management environment to register a digital document as a digital record.	
4) Manage physical and digital documents and records, using records management principles and practices, regardless of format and technical characteristics.		
4.1)	The solution is compliant with the National Archives Act.	
4.2)	The solution manages physical and digital documents and records regardless of format and technical characteristics.	
4.3)	The solution accepts and processes information that contains dates in current, previous and future centuries, at a minimum (century recognition); calculation and logic that allows for same century and multi-century formulas and date values; and leap year calculations.	
4.4)	The solution manages and preserves physical and digital documents and records, regardless of format and technical characteristics so that when retrieved they can be reproduced, viewed, and manipulated in the same manner as the original.	
4.5)	The solution enables the System Administrator or records management practitioner to create and maintain a relationship link between the physical and digital record in a mixed folder consisting of both physical and digital	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
	documents.	
	4.6) The solution prevents any unauthorised modifications to the content of a version of a registered physical or digital record.	
	4.7) The solution prevents the unauthorised destruction or deletion of registered physical and digital records and associated metadata at all times.	
	4.8) The solution allows only the System Administrator to authorise and confirm the destruction of records approved for destruction before the operation is executed.	
	4.9) The solution destroys or deletes records (and preserves the metadata) that are stored in its repository and have been approved for destruction in a manner such that the records cannot be reconstructed.	
	4.10) The solution has a viewable registry entry including associated metadata for each registered record.	
5) Manage digital records in a consistent, open and enduring format.		
	5.1) The solution maintains and stores digital records in their native format for as long as required.	
	5.2) The solution stores permanent inactive digital records in an open and enduring format.	
6) Identify and manage all vital records.		
	6.1) The solution allows users to flag records identified as vital.	
	6.2) The solution identifies when vital records are due for review and update.	
7) Store data distributed across a number of databases and/or servers in a number of physical locations.		
	7.1) The solution stores and retrieves physical and digital document and record data within integrated and distributed repositories and storage environments.	
8) Store physical and digital documents and records appropriately and efficiently.		

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
8.1)	The solution stores physical and digital document and record data in variable length fields.	
8.2)	The solution prevents or resolves any conflicts caused by changes to storage repositories and locations.	
8.3)	The solution allows only the System Administrator to move or delete physical and digital documents and records outside of the disposal process.	
8.4)	The solution stores metadata in an easily searchable format, not just in audit logs.	
8.5)	The solution enables the System Administrator to generate a report on the size and remaining capacity of its digital record stores and repositories.	
9) Track the location of physical records and the assignment of digital documents and records.		
9.1)	The solution tracks and provides an audit log of the location of physical and digital records.	
9.2)	The solution tracks a physical or digital document or record's location by providing check-in and checkout facilities that record the checkout location of the document or record and the dates of checkout and check-in.	
9.3)	The solution provides an audit log that tracks access to physical and digital records.	
9.4)	The solution automatically tracks records and the storage units they are contained in as they progress through their life cycle.	
9.5)	The solution will track the history of a physical or digital record at each level of the hierarchical structure within which physical and digital records can be stored either physically or virtually. This history should include the following information: <ul style="list-style-type: none"> ▪ current location; ▪ previous locations; and ▪ associated dates. 	
9.6)	The solution provides ordering and reserve facilities, allowing a user to request a physical or digital record checked-out to another location (user). This action transmits a message to the location (user) or escalates to the System Administrator for action.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
9.7)	The solution tracks all copies made of digital records, recording the movement of all copies in the audit log.	
10) Maintain version control for all physical records and digital documents and records.		
10.1)	The solution captures and maintains each version of a physical record and digital document and record.	
10.2)	The solution provides options for registering some or all versions of a digital document as digital records.	
10.3)	The solution increments versions of physical and digital documents and records at the time of capture.	
10.4)	The solution must be able to copy a digital record to make a new digital document or record, ensuring the original digital record remains intact.	
10.5)	The solution ensures that when a document or record is annotated, marked up or modified in any manner, a new version of that document or record is created.	
10.6)	The solution allows the user to create versions of digital documents, without automatically creating a new digital record.	
10.7)	The solution supports versioning of web content, documents and assets.	
10.8)	The solution identifies the latest version as well as all other versions of a physical and digital document and record.	
11) Capture and maintain a complete record of all events performed within the system as an audit trail.		
11.1)	The solution automatically captures and maintains a complete record of all events performed within the system as an audit trail, including: <ul style="list-style-type: none"> ▪ creation of a new user or group ▪ registration of all records ▪ movement and location of a record ▪ access to a record ▪ changes to access and security affecting a record, folder or user ▪ relocation of records to another folder, identifying both origin and destination 	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
	<ul style="list-style-type: none"> ▪ relocation of a folder to a different part of the record plan, identifying both origin and destination ▪ changes made to metadata associated with folders or records ▪ all disposal review decisions made by a System Administrator ▪ reapplication of a disposal authority to an entity, identifying both previous and subsequent authorities ▪ placing or removing of a disposal freeze on a record or folder ▪ a separate log of all deletion or destruction actions carried out by any user ▪ reclassification of a record or folder ▪ changes to the classification scheme/s <p>The solution records:</p> <ul style="list-style-type: none"> ▪ the action carried out ▪ the object of the action ▪ the user undertaking the action and ▪ the date and time of the event 	
11.2)	The solution ensures that actions undertaken by a System Administrator are captured in the audit trail, including configuration and reconfiguration of the audit trail itself.	
11.3)	The solution records the details of all activities performed on digital records and all associated metadata.	
11.4)	The solution ensures that the System Administrator can backup and remove audit files from the system on a regular basis by capturing the current audit file as a record and initiating a new version of the audit file. This action is to be performed as a single process. These records are to be retained in accordance with TCTA's disposal schedule.	
12) Track physical and digital documents and records through changes of custody e.g. through organisational change or outsourcing.		
12.1)	The solution tracks physical and digital documents and records through various changes in custody (e.g. through organisational change or outsourcing).	

Functional Requirement	Tenderer's Response (Yes/No) [Give supporting information] Yes = Fully Meet Requirement No = Does not meet requirement
13) Ensure all physical and digital records are disposed of in accordance with the provisions of the National Archives Act or other legislation that authorises such disposal.	
13.1) The solution allows all physical and digital records to be disposed of in accordance with the provisions of the National Archives Act or other legislation that authorises such disposal.	
13.2) The solution must support the definition and application of the following disposal actions: <ul style="list-style-type: none"> ▪ review ▪ export ▪ transfer ▪ destruction 	
13.3) The solution allows the System Administrator to identify eligible records for disposal and preserve metadata for: <ul style="list-style-type: none"> ▪ interim transfer ▪ archiving ▪ destruction 	
13.4) The solution exports and transfers only registered digital records, not unregistered digital documents.	
13.5) The solution automatically destroys digital items when the digital records to which those items relate are destroyed subsequent to a successful transfer process.	
13.6) The solution retains appropriate transfer metadata when records are transferred.	
13.7) The solution records all disposal actions in an audit trail.	
13.8) The solution restricts the operation of the disposal process to the System Administrator or accredited Records Management (RM) practitioner.	
13.9) The solution enables the System Administrator or accredited RM practitioner to generate reports on a regular basis of all disposal actions on folders due for destruction in a specified period of time.	
13.10) The solution is able to import and export Disposal Schedules approved by TCTA in a tabular format.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
14) Dispose of records in accordance with current Disposal Schedules or other approved operational Records Disposal Schedules.		
14.1)	The solution provides for the use of multiple disposal schedules, details of which can be imported from a tabular format, entered manually on an ad-hoc basis as well as exported as required.	
14.2)	The solution provides for a disposal schedule to automatically be attached as a default to the classification scheme, record type and record class.	
14.3)	The solution allows disposal classes to be applied to physical and digital records at the item, folder and classification levels.	
14.4)	The solution automatically assigns a unique identifier to each disposal class and, where applicable, must allow the disposal class to be associated with the appropriate disposal schedule.	
14.5)	The solution stores the archive and destruction date in a way that allows for all records to be automatically or globally updated if the disposal schedule changes.	
14.6)	The solution automatically calculates when disposal of records are due in real time, based on the disposal schedule.	
14.7)	The solution automatically updates the disposal date of all records if the disposal schedule changes.	
14.8)	The solution automatically seeks confirmation from a System Administrator or accredited RM practitioner before implementing any disposal action.	
15) Apply a disposal or retention period at creation of the document and the record type (via the classification), which can be modified on an ad hoc or global basis by the System Administrator or accredited RM practitioner.		
15.1)	The solution applies a disposal schedule at capture of a record based on its classification, record type or record class.	
15.2)	The solution provides for the retention period to be described by common word(s) and not a cryptic code.	
15.3)	The solution allows the System Administrator or accredited RM practitioner to modify the disposal or retention criteria on an ad hoc or global basis including the ability to track alterations of entries, recording date of modification and name of the person making the entry.	
15.4)	The solution allows the System Administrator or accredited RM practitioner to alter retentions of records during any phase of their life cycle if the retention changes from their original designations.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
15.5)	The solution sorts, views, saves and prints the next disposal action and due dates of records identified by the accredited RM practitioner.	
15.6)	The solution allows the System Administrator or accredited RM practitioner to search within the disposal schedule.	
16) Implement a hierarchical structure within which physical and digital records can be stored either physically or virtually to ensure accurate disposal.		
16.1)	The solution aggregates physical records in a hierarchical structure within which the records can be stored physically.	
16.2)	The solution aggregates digital records in a hierarchical structure within which the records can be stored virtually.	
16.3)	The solution enables the System Administrator or accredited RM practitioner to establish and maintain relationship links between the physical storage unit/s and the virtual Function/s.	
17) Ensure that when implementing a new system, migration of data between the new and existing systems occurs, including metadata for inactive records and from inactive databases.		
17.1)	The solution migrates data between the old and the new systems, including metadata for inactive records.	
17.2)	The solution generates a report detailing any failure during a migration process from the system, identifying objects that have generated processing errors or were not successfully migrated.	
17.3)	The solution is able to migrate digital records, folders and other record plan entities (where supported), and associated metadata in accordance with the requirements for export and import	
18) Ensure that appropriate conversion and test processes are used so that data migrated to a new system is not corrupted or altered in such a manner that it may affect the evidentiary integrity or completeness of the record during the process.		
18.1)	The solution has conversion tools and test processes to ensure that no data is lost or corrupted during system upgrades, migration or conversion.	
18.2)	The solution is able to perform a bulk conversion of digital records, and associated metadata to an enduring format.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
18.3)	The solution supports long-term archival data preservation formats, including: <ul style="list-style-type: none"> the ability to store and manage digital records in archival data preservation formats, and the ability to convert digital records to archival data preservation formats during capture or export. 	
19) Ensure that access, control and security requirements are being met by the system by employing reporting tools within the system		
19.1)	The solution uses a tool that allows for the interrogation of and reporting on the data that multiple databases contain (please name both internal and third party tools proposed and supported).	
19.2)	The solution uses reporting tools to satisfy access, tracking and control requirements via an in-built and/or external report writer or common desktop software. Results should be extractable in a variety of formats.	
19.3)	The solution uses tools for interrogation and reporting of breaches in security.	
19.4)	The solution can produce reports on: <ul style="list-style-type: none"> the level of access a user has; the records each user has accessed; and the operations that were performed on those records and associated metadata. 	
19.5)	The solution provides a reporting capability to produce management, statistical and ad hoc reports on system activity.	
20) Use reporting and analysis tools for the management of retention and disposal policies.		
20.1)	The solution reports on all disposal activity undertaken by the system.	
20.2)	The solution reports on when disposal of records is due.	
20.3)	The solution reports on the volume and types of objects that are overdue for disposal.	
20.4)	The EDRMS generates a report listing: <ul style="list-style-type: none"> all disposal classes currently defined in the system; all physical and digital records, folders or other record plan entities 	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
	(where supported) to which a particular disposal class is currently applied; <ul style="list-style-type: none"> all digital objects for which a particular disposal action will occur, over a given period of time; and all objects due for disposal within a given period of time, providing quantitative information on the volume and type of records. 	
20.5)	The solution generates a report detailing the outcome of a destruction process, detailing all physical and digital records successfully destroyed and identifying those records that were not successfully destroyed.	
20.6)	The solution notifies the System Administrator or accredited RM practitioner that a physical or digital record within a workflow process is due for disposal.	
21) Manage and monitor the progress of activities (that is 'workflow') associated with document content (in the context of business process management).		
21.1)	The solution enables the System Administrator to design business process workflow definitions by identifying the set of activities/tasks that must be completed end-to-end (across workgroup, unit or organisation) to fulfil a business process.	
21.2)	The solution provides tools to model, simulate, deploy and operate end-to-end sequential and parallel business processes.	
21.3)	The solution provides an environment within which business rules can be defined, integrated, deployed and managed across business processes.	
21.4)	The solution enables the System Administrator to design, assemble, deploy and manage serial and parallel business process workflows based on the defined workflow definitions and business rules.	
21.5)	The solution must not limit the number of business process workflows that can be defined.	
21.6)	The solution supports the ability to integrate business process workflows with existing business applications at 'integration points' in the process flow.	
21.7)	The solution supports conditional process workflows, where the direction of a workflow is determined by user input or system data.	
21.8)	The solution stores process definitions in a separate repository to the business process workflows.	
21.9)	The solution monitors the progress of activities/tasks through the workflow (workflow management).	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
21.10)	The solution provides process diagnostic tools that enable the System Administrator to identify and resolve business process workflow issues and to continually improve business process workflows.	
21.11)	The solution progressively captures process workflow metadata for physical and digital records.	
21.12)	The solution notifies the action officer responsible for a workflow process, via email, that a particular activity/task within a defined process is overdue.	
21.13)	The solution notifies the responsible manager/supervisor of a process, via email, that a particular activity/task within a defined process is overdue with the name of the person responsible for that task.	
21.14)	The solution enables the System Administrator to reassign responsibility for a workflow activity/task.	
21.15)	The solution provides comprehensive reporting facilities to allow the monitoring of the amount of traffic, performance, and exceptions of workflow activities/tasks and processes.	
21.16)	The solution records all changes to defined process workflows in the audit trail.	
21.17)	The solution applies user access privileges and information security classification to physical and digital documents and records that are within process workflows.	
22) Ensure generation of a number of reports, from multiple databases as required		
23.1)	The solution provides standard management reports within a specified date range for activity relating to, as a minimum: <ul style="list-style-type: none"> ▪ retention and disposal activity ▪ process workflow ▪ users or groups of users ▪ classification ▪ archival management ▪ destruction; ▪ file and document storage units ▪ access ▪ security ▪ general statistics ▪ data and user administration (including activity of Administrator) and 	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
	<ul style="list-style-type: none"> ▪ vital records (when last reviewed and updated). 	
23) Generate, save, modify, sort and re-use report formats.		
	24.1) The solution allows reports to be generated, saved, modified and re-used in the future.	
	24.2) The solution allows generated reports to be easily saved, printed or exported from the system.	
24) Report on user-defined search results.		
	25.1) Report on user-defined search results.	
25) Access audit trails and audit reports for all transactions (including system administration).		
	26.1) The solution produces audit reports for all events and transactions (including system administration).	
	26.2) The solution produces ad hoc audit reports by drawing on relevant data from the audit trail.	
26) Define and customise information required for an audit trail and report.		
	27.1) The solution allows the System Administrator to define or customise data for reporting and audit requirements.	
27) Use a unique identifier for each record.		
	28.1) The solution automatically assigns a unique system identifier for each physical and digital document and record as it is registered, and stores this identifier as metadata with the record.	
	28.2) The solution automatically assigns a unique system identifier for all other entities (e.g. folders, storage units, disposal schedules, consignments, etc).	
	28.3) The solution allows the System Administrator to define the format of additional unique identifiers (not those that are system generated) used by TCTA to identify entities such as documents, records, folders, storage units, disposal schedules, etc, at capture.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
28.4)	The solution enables the System Administrator or an accredited RM practitioner to assign default metadata values based on record type, classification and record class.	
28) Capture metadata in relation to all documents, regardless of format and technical characteristics.		
29.1)	The solution automatically captures digital documents and records metadata acquired directly from an authoring application, an operating system, or generated by the EDRMS itself for the metadata elements.	
29.2)	The solution captures physical or digital document and record metadata entered manually by a user during registration for the metadata elements.	
29.3)	The solution enables the capture of digital document and record metadata at the time of creation and registration.	
29.4)	The solution supports the mapping of digital document metadata to digital record metadata.	
29.5)	The solution allows automatically captured metadata to be edited prior to registration of the record.	
29.6)	The solution ensures that mandatory metadata fields are populated before storing the record.	
29.7)	The solution creates, saves, displays and prints the complete document and record metadata.	
29.8)	The solution stores or links the record metadata to the record so that it can be displayed when needed and transferred to another location with the record when required.	
29.9)	The solution stores metadata over time, regardless of whether the related record has been archived, deleted, destroyed or transferred.	
29.10)	The solution automatically records the closing date of a folder and utilises this metadata to support other records management functions, such as disposal.	
29) Import and export document and file profile information, thesaurus and disposal schedules between system databases, and between applications.		
30.1)	The solution is able to export all physical and digital records and associated metadata it has captured, regardless of format or the presence of the generating application.	
30.2)	The solution enables the System Administrator to export records, folders, aggregated storage units or other record plan entities, and all associated metadata.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
30.3)	The solution ensures that any export action includes: <ul style="list-style-type: none"> ▪ all records and associated storage units that qualify for export under a disposal class ▪ all metadata associated with exported records, associated storage units and other record plan entities and ▪ all audit trail data associated with exported records. 	
30.4)	The solution is able to generate a report detailing any failure during an export of records from the system, identifying objects that have generated processing errors or were not successfully exported.	
30.5)	The solution imports records and associated metadata including record and file profile information, classification schemes and disposal schedules and classes.	
30.6)	The solution enables the System Administrator to perform a bulk import of records with associated metadata.	
30.7)	The solution is able to import digital records.	
30) Develop document and record profiles and specifications at a System Administrator level.		
31.1)	The solution enables the System Administrator to develop document profiles and specifications.	
31.2)	The solution captures and maintains metadata relating to any records classification scheme/s it supports.	
31.3)	The solution enables the System Administrator to determine, configure and potentially customise the interface (content, layout etc.); please indicate which method is to be used.	
31) Effect global changes to specific fields, at a System Administrator level.		
32.1)	The solution allows the System Administrator to define optional metadata fields as mandatory.	
32.2)	The solution allows the System Administrator to effect global changes to specific metadata fields.	
32.3)	The solution allows the System Administrator to define new metadata fields.	
32.4)	The solution allows the System Administrator to define metadata validation rules.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
32.5)	The solution enables the System Administrator to restrict the ability to amend record metadata, so that: <ul style="list-style-type: none"> ▪ selected metadata elements can be edited by any user during registration; ▪ selected metadata elements can only be edited by an authorised user during registration; and ▪ selected metadata can be edited by an authorised user after registration. 	
32) Ensure long-term preservation of data through comprehensive migration practices.		
33.1)	The solution stores metadata over time, regardless of whether the related record has been archived, deleted or destroyed.	
33.2)	The solution manages digital records to ensure their integrity and support long-term preservation.	
33.3)	The solution developer must have a program in place to ensure that digital records remain accessible and retain their integrity after a system upgrade.	
33) Ensure accuracy during data capture and entry.		
34.1)	The solution uses an integrated spell checker.	
34.2)	The solution allows the System Administrator to customise the spell checker.	
34.3)	The solution enables the System Administrator to manage and maintain pop-up or pull-down menus and pick lists to assist the entry of metadata.	
34.4)	The solution enables the System Administrator to define and maintain system templates (data entry forms) that automatically populate commonly used data into record metadata fields.	
34) Ensure that all physical and digital documents and records, regardless of format and technical characteristics, are accessible by authorised users in accordance with information security classification and user access profile.		
35.1)	The solution allows access to physical and digital documents and records, regardless of format and technical characteristics from any single point of access in accordance with the information security classification assigned to the document or record and user access profile assigned to the user.	
35.2)	The solution retrieves and displays digitised records.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
35.3)	The solution allows simultaneous viewing of digital documents and records by all authorised users in accordance with information security classification and user access profiles.	
35.4)	The solution withholds all or part of a search result, according to user access privileges and information security classification.	
35) Ensure that access to physical and digital documents and records is subject to security, privacy and confidentiality requirements.		
36.1)	The solution distinguishes between documents and records that are openly available and those that are restricted.	
36.2)	The solution restricts access to physical and digital documents and records, folders, associated storage units and other entities in the record plan to members of a user group/s who have been allocated an equivalent or higher security category within their user group/s in accordance with the user access profiles.	
36.3)	The solution captures, registers and maintains digital documents and records that are encrypted, or bear digital signatures or digital watermarks.	
36.4)	The solution captures, registers and maintains an encrypted digital document or record directly from an application capable of encryption.	
36.5)	The solution stores digital documents and records in either an encrypted or unencrypted form.	
36.6)	The solution automatically or manually captures metadata elements, at the time of registration, for digital documents and records: <ul style="list-style-type: none"> ▪ that have been encrypted ▪ bear digital signatures ▪ bear digital watermarks 	
36.7)	The solution must be able to remove access restrictions from a permanent, inactive record when the record is transferred to another agency or archives.	
36) Provide access to records, under the Freedom of Information legislation, through appropriate storage and security.		
37.1)	The solution must allow access to records through appropriate classification, storage and security.	
37.2)	The solution enables an accredited RM practitioner to amend the information security classification of a physical or digital document or record to "open" when released under the auspices of the Promotion of Access to Information Act (PAIA).	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
37) Easily access digital records in their native format environment.		
38.1)	The solution enables digital documents and records to be accessed in their native format for as long as required and practicable.	
38.2)	The solution enables permanent inactive records to be accessible in an open and enduring format.	
38) Ensure that all records are arranged in a logical and controlled manner and that a system of arrangement is in place.		
39.1)	The solution allows the System Administrator or an accredited RM practitioner to implement one or more classification scheme/s in order to organise physical and digital records in a logical and controlled manner.	
39.2)	The solution enables physical and digital documents and records, to be classified with the TCTA's classification scheme/s at the time of creation or registration.	
39.3)	The solution allocates a unique identifier to each term defined with a records classification scheme.	
39.4)	The solution uses hierarchical relationships in a classification scheme.	
39.5)	The solution enforces the use of a records classification scheme for naming new objects.	
39.6)	The solution enables the System Administrator to configure the naming mechanisms for entities within the record plan.	
39.7)	The solution permits only the System Administrator or an accredited RM practitioner to define and maintain the records classification scheme/s.	
39.8)	The solution permits only the System Administrator or an accredited RM practitioner to move and reclassify a folder or group of folders, and their attached records.	
39.9)	The solution allows the manual or automatic update of all folder and record metadata attributes that are determined by classification, following reclassification of a folder.	
39.10)	The solution permits only the System Administrator or an accredited RM practitioner to add or modify metadata relating to records classification scheme/s.	
39) Define record classification up to unlimited hierarchical descriptor levels.		
40.1)	The solution defines record classification up to unlimited hierarchical descriptor levels.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
40.2)	The solution allows the addition of folders to the lowest levels of a defined records classification scheme in order to organise aggregations of physical and digital records.	
40.3)	The solution enables lower levels in a defined records classification scheme hierarchy to inherit classification and another related metadata from higher levels, at the time of creation or registration.	
40) Browse the thesaurus over a graphical user interface for selection of terms for classification and retrieval.		
41.1)	The solution allows users to browse the classification schemes.	
41.2)	The solution allows users to select terms from the classification scheme for classification and retrieval.	
41) Link classification terms to disposal criteria, allowing for global or individual modification of links.		
42.1)	The solution links classification terms to disposal criteria, allowing for global or individual modification of links.	
42) Upgrade and import the existing thesaurus, providing the option for a retrospective change to relevant documents and record types, while maintaining the historical trail of terminology; please name any third party products used for importing.		
43.1)	The solution allows the System Administrator or an accredited RM practitioner to make global amendments to the definition of a records classification scheme in a single process.	
43.2)	The solution enables the existing records classification schemes to be upgraded, providing the option for a retrospective change to relevant records and record types.	
43) Report or list records as a group related by business activity, for transfer, in the case of a functional re-allocation within TCTA.		
44.1)	In the case of a functional re-allocation within TCTA, the solution can identify records as a group related by business activity, for transfer.	
44.2)	The solution generates reports listing: <ul style="list-style-type: none"> ▪ all folders classified within the records classifications scheme; and ▪ all folders classified in a section of the records classification scheme, ▪ structured according to the hierarchy of the record plan or other classification scheme. 	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
44) Support technology to generate, read, print and identify barcodes for tracking record movements e.g. files, boxes, etc (please name third party tools proposed and supported).		
	45.1) The solution supports the production and use of barcodes and barcode technology to track and locate physical records.	
	45.2) The solution enables an accredited RM practitioner to stock-take/audit physical records using barcode technology.	
	45.3) The supplier provides integrated barcode hardware and software with the solution.	
45) Retrieve information by searching the database.		
	46.1) The solution retrieves information by searching across multiple databases, across all fields, from a single point of access, using the following minimum search functions: <ul style="list-style-type: none"> ▪ Full text ▪ Record format ▪ Last action ▪ Disposal action ▪ Disposition (status) of record, i.e. active, inactive, destroyed, archived, transferred ▪ Combined text and field ▪ Keyword ▪ Storage unit and record title and number ▪ Dates e.g. records created, captured, destroyed, etc ▪ Author of record ▪ Barcode ▪ Location ▪ Classification scheme ▪ Unique identifier and ▪ Metadata element. 	
46) Support a mix of metadata and content searches using controlled lists and combining search terms to conduct simple keyword and complex searches, using search terms such as Boolean terms, logical operators, broader and narrower terms, and proximity searches, as required.		

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
47.1)	The solution allows the user to perform a range of searches, including complex searches to locate a specific record using any combination of the record or metadata elements.	
47.2)	Search terms can be combined in a Boolean search and provide a mechanism, to control order of precedence. The search terms must include, but not be limited to AND, OR, NOT, greater than (>), less than (<), equal to (=), not equal to (<>), and must include a designated "wild card".	
47) Refine search criteria and results at a user level, based on operational needs.		
48.1)	The solution allows users to refine or customise search criteria and results.	
48.2)	The solution allows the System Administrator to configure or define the search results window and captions.	
48.3)	The solution allows users to further customise the search results window and captions.	
48) Save search parameters.		
49.1)	The solution allows users to save and re-use search parameters.	
49.2)	The solution allows the System Administrator to define and save standard searches.	
49) Apply security classification to the user, the record and the record type at creation, which can be modified on an ad hoc or global basis by the System Administrator, if required.		
50.1)	The solution enables the System Administrator to define, manage and modify user access privileges and information security classification that may be applied to users, physical and digital records and other entities in the record plan.	
50.2)	The solution enables user access privileges and information security classification to be assigned to users, physical and digital documents and records and other entities in the record plan.	
50.3)	The solution requires the allocation of a single information security classification as a minimum to a physical or digital record, folders, associated storage units and other entities in the record plan, with the default being the lowest category that is 'open'.	

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
50.4)	The solution ensures that physical and digital records, folders, associated storage units and other entities in the record plan automatically inherit user access profiles and information security classification from higher levels of the record plan under which they are created.	
50.5)	The solution allows the System Administrator to enter user details e.g. Name, location, e-mail address, etc, for the establishment of user profiles and user access privileges.	
50.6)	The solution allows the System Administrator to create and maintain user profiles of specific user access privileges for each authorised user.	
50.7)	The solution allows the System Administrator to define different groups of users with different user access privileges.	
50.8)	The solution provides a hierarchical relationship between the user and their multiple user groups.	
50.9)	The solution allows the System Administrator to relate document and record information security classification to user access privileges to ensure security is maintained at all times.	
50.10)	The solution allows only the System Administrator to change a record's profile, (e.g. Information security classification, storage unit, etc.).	
50.11)	The solution tracks changes to user profiles.	
50) Relate document and record information security classification and system function to user authorisation to ensure appropriate document security is maintained at all times.		
51.1)	The solution allows the System Administrator to relate system functions to user profiles to ensure security is maintained at all times.	
51.2)	The solution ensures that all users are allocated one (or more) roles, and allows access only to system functions permitted by the role/s.	
51.3)	The solution allows only the System Administrator to authorise access capabilities to any combination of system functions by users and user groups.	
51.4)	The solution requires the System Administrator to allocate user access privileges to a user profile, with the default being the 'view' category.	
51) Ensure that the risk of access to the system from outside TCTA is minimised through using appropriate system security processes.		

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
52.1)	The solution shall prevent unauthorised access to the repository and system from inside and outside TCTA.	
52.2)	The solution, in conjunction with its operating environment, uses authentication measures that allow only authorised users to access the system. As a minimum the software will implement the following authentication measures: <ul style="list-style-type: none"> ▪ User ID ▪ Password and ▪ Group ID 	
52.3)	The solution allows the System Administrator to deactivate and reinstate user profiles.	
52.4)	The solution retains the integrity of the users' history when the profile is deactivated.	
52.5)	The solution allows integrated login profiles with existing desktop login.	
52) Meet legal requirements by maintaining data integrity through the system security.		
53.1)	The solution allows information security classification to be applied to a physical or digital document or record at capture and registration.	
53.2)	The solution allows the System Administrator to modify the information security classification on an ad-hoc or global basis.	
53) Ensure that security breaches are recorded in an audit trail.		
54.1)	The solution records all system, user and information security attempts and breaches in an audit trail.	
54) Ensure that records can be recovered from failed and interrupted processes without loss of data or integrity in order to be used and accessed in a timely manner.		
55.1)	The solution recovers records from failed and interrupted processes in order to be used and accessed in a timely manner without loss of data or integrity.	
55) Maintain system integrity by a System Administrator being able to access currently logged on users, determine their usage statistics, and log users out of the system when required (please define whether this is achieved at the network or application level).		

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
56.1)	The solution allows the System Administrator to display currently logged on users.	
56.2)	The solution allows the System Administrator to log users out of the system.	
56.3)	The solution allows the System Administrator to produce user usage statistics, as defined by the Administrator. For example, details of records captured, accessed, modified, deactivated, etc.	
56) Perform full and incremental back-ups.		
57.1)	The solution allows the System Administrator to perform full and incremental back-ups and recoveries.	
57) Enable full and incremental recovery of data stores and indices, synchronisation for remote data stores, and optimisation of data stores and indices, where relevant (please state how this would be achieved).		
58.1)	The solution enforces data integrity, referential integrity and relational integrity at all times.	
58.2)	The solution synchronises multiple databases and remote data stores, and optimises data stores and indices.	
58.3)	The solution allows the System Administrator to restore the entire EDRMS from back-ups, maintaining full data integrity to ensure business continuity.	
58.4)	The solution allows the System Administrator to restore the entire EDRMS from the most recent back up to the point of system failure.	
58.5)	The solution enables the System Administrator to perform an integrity check of any data updates that were unable to be recovered or rebuilt.	
58.6)	The solution reports on any data that was unable to be recovered or rebuilt after a data restore is performed.	
58) Perform System Administration functions concurrently with other live transactions.		
59.1)	The solution allows the System Administrator's functions to be performed concurrently with other live transactions.	
59) Tools and/or support for migrating data across new versions and releases, if required. Help functionality and Quality control.		

Functional Requirement		Tenderer's Response (Yes/No) [Give supporting information]
		Yes = Fully Meet Requirement No = Does not meet requirement
60.1)	The solution or vendor has tools and support for migrating data across new versions and releases.	
60.2)	The solution or vendor must provide the capability to access information from superseded repositories and databases in the same system. This capability should support at least one full version of backward capability and is necessary for the migration of data stored in a previous version of the system to the current version.	
60.3)	The solution provides a plain English, context-sensitive on-line help facility for all users via a standard format interface, such as a web browser.	
60.4)	The solution provides meaningful, plain English error messages, which include a description of error and the required action.	
60) Contract Management.		
61.1)	Tracking of expiry dates for all contracts in the organisation and issuing of early warnings about pending expiry dates	
61.2)	Recording of information about the parties in the contract and contact details (including escalation) for all parties.	

8. SUBMISSION REQUIREMENTS

The following documentation must be submitted. The documentation submitted must be numbered in accordance with the numbering set out in this RFP.

Envelope A: Technical Proposal and Returnable Documents

The technical proposal must contain the following information (submit 1 original and 4 copies):

Section No.	Content	Comments
1	Introduction	A brief introduction of the technical proposal and your understanding of TCTA's requirements.
2	Microsoft Certification	Certified copy of Microsoft Gold Certified Partner certificate. Certified copy of Microsoft Certification in Content Management. Certified copy of Microsoft Certification in Portals and Collaboration.
3	Reference Letters	Provide copies of signed reference letters from previous clients. Reference letters must have contact details.
4	CVs of Technical Team & Project Manager	CVs of fulltime developers & certified copies of relevant qualifications. CV of Project Manager & certified copies of relevant qualifications.
5	Proposed Solution	This is a detailed technical response based on Scope of Work, responding to each item.
6	Training	Detailed training programme indicating if the Tenderer offers in-house SharePoint training and if the Tenderer is an accredited Microsoft training provider. Attach written proof.
7	Testing and Commissioning Procedures	Describe how the system will be tested, who will be involved in testing and how the testing will be documented. What procedures will be followed in commissioning the system? This must include change management.
8	Project Closeout	What process will be followed in closing out the project? Describe the key indicators for the success of the project and how these will be measured. The Project Closeout report must include lessons learned during the project.
9	Support Services	Explain how technical support services will be provided after the full implementation of the system.
10	Initialled RFT	copy of this RFT document. Initial each page to acknowledge that you have read and understood the content of the RFT document.

Section No.	Content	Comments
Annexure A	Tax Clearance Certificate	The Tax Clearance Certificate must be valid at closing date.
Annexure B	Covenant of Integrity	As per attached form.
Annexure C	Bribery and corruption Declaration	As per attached form.
Annexure D	Enterprise Information Affidavit	As per attached form.
Annexure E	Enterprise Information	As per attached form.
Annexure F	BBBEE	Submit both the BBBEE Verification Certificate and the BBBEE Scorecard. The latter is required for point allocation.

Envelope B: Financial Proposal

The financial proposal must contain the following information (submit 1 original):

Section No.	Content	Comments
1	Project Plan	<p>A comprehensive project plan with timelines per phase and <u>detailed costing</u>. Attach the following to the project plan:</p> <ul style="list-style-type: none"> • Gantt Chart • Project Team members' abridged CVs highlighting key qualifications and competencies • Certified copies of Project Team members' certificates

Note: Refer to TCTA standard terms and conditions which are also in our website www.tcta.co.za under Tenders.

9. COSTING

Tenderers are required to submit a detailed and itemised financial proposal, where each task within each phase is priced.

- Rates must be inclusive of all consulting, travelling and accommodation costs. No additional or hidden costs will be permitted.
- All work will be carried out at TCTA offices in Centurion.
- Payments will be made after successful completion of each phase, within 30 days of receipt of invoice.

In consultation with TCTA, the preferred service provider will produce a comprehensive and final project plan. The project proposal should include the following phases:

Phase	Completion of work done	Payment (30 days from original tax invoice received by TCTA)	Deliverables
Development of a Project Plan			Project plan and resource allocation
Customisation of the Sharepoint			Fully functional system according to TCTA's requirements
Implementation of the system			EDRMS live
Training of Records Coordinator			Training manuals and x training hours
Training of dedicated IT Administrator			Training manuals and x training hours
Training of end-users			Training manuals and x training hours
Post mortem report			Final Report

Note: Penalties will apply in case of poor performance or fault of the Service Provider or one of his appointed sub-contractor, supplier or other party that is managed by the Service Provider.

10. DISQUALIFYING CRITERIA

The following will lead to immediate disqualification at tender opening phase:

- Failure to meet **any** of the mandatory requirements (7.1); and
- Failure to obtain a minimum of score of 230 points (196 points must be in Section 2 (Functional Fit) out of a possible 300 points in the technical evaluation criteria.

11. EVALUATION OF PROPOSALS

TCTA will evaluate all Proposals in terms of the Preferential Procurement Policy Framework Act, No.5 of 2000 (PPPFA). The 90/10 preference system will apply. A copy of the PPPFA regulations can be downloaded from www.treasury.gov.za. The following two (2) phased evaluation criteria will apply:

11.1 Phase 1: Technical Evaluation Criteria

All tenderers will be evaluated according to the Technical Evaluation Criteria below. Tenderers must obtain a minimum of score of 230 points out of a possible 300 points to be considered for further evaluation. 196 of these must be in Section 2 (Functional Fit) of the technical evaluation criteria.

Technical Evaluation Criteria		Max Score
1	Company Track Record and Experience	34
	<p>As a minimum requirement, tenderers must be certified Gold Microsoft Partner. Points will be awarded based on the number of years as Gold Microsoft Partner, as follows:</p> <p>1 – 12 months* = 1 point 13 – 36 months* = 3 points 37 – 60 months* = 6 points >60 months* = 10 points Not a Microsoft Gold Partner = Disqualification</p> <p>*Month or part thereof.</p> <p>Provide written confirmation from Microsoft, e.g. certified copy of certificate or signed letter on a Microsoft letterhead. Either of these must show the date the tenderer became a Gold Partner.</p>	10
	<p>Minimum of two (2) complete and successful EDRMS or similar implementations using Microsoft SharePoint in the past 5 years. One (1) point will be awarded for every additional SharePoint implementation or two 2 points if that additional implementation is EDRMS or similar, up to a maximum of 10 points.</p> <p>Provide signed reference letters with contact details.</p>	10
	<p>Points will be awarded if the tenderer is certified in the following:</p> <p>Content Management = 4 points Portals and Collaboration = 3 points</p> <p>Provide written proof in the form of a certified copy of certificate or written confirmation by Microsoft.</p>	7
	<p>Minimum of one (1) fulltime technical employee who is a Microsoft Certified Professional Developer (SharePoint Developer) [MCPD]. One (1) point will be awarded for every additional fulltime employees who is a Microsoft Certified Professional Developer (SharePoint Developer) [MCPD] up to a maximum of 7 points.</p>	7
2	Functional Fit	246
	<p>Tenderers must respond in writing to each functional requirement listed in the scope of work. The responses will be awarded points as follows:</p> <p>Yes = 1 point No = 0 point</p> <p>Yes responses must be satisfactorily substantiated for points to be awarded.</p>	
3	Project Manager Experience	10
	<p>Minimum of 3 years' experience in managing SharePoint implementation projects (1 point for every year above 3 up to a maximum of 5 points)</p>	5
	<p>Two (2) points will be awarded for a certificate in Project Management and another three (3) points if the certificate is specific to IT or software projects</p>	5
4	Training	10
	<p>Five (5) points will be awarded if the Tenderer offers in-house Microsoft SharePoint training.</p>	5
	<p>Another five (5) points will be awarded if the Tenderer is accredited by Microsoft as a training provider and examination centre.</p>	5
Maximum Total		300

11.2 Phase 2: Preferential and Financial Evaluation

Qualifying tenderers will be evaluated based on the preferential procurement evaluation criteria (10 points) and pricing (90 points). The bidder with the highest score in Phase 2 will be appointed as the preferred service provider.

Preferential Procurement Evaluation Criteria		% Target	Max Score
1	Enterprise Information Affidavit (Annexure D) Scores, (□) = 0.05, (◇) = 0.025 & (▣) = 0.5		
	Control at board level and Ownership		
	Ownership – Black people (◇)	40	1
	Ownership – Black women (◇)	20	0,5
	Board Members – Black people (◇)	40	1
	Board Members – Black women (◇)	20	0,5
	Executive Management (people directly reporting to CEO)		
	Black people (◇)	20	1
	Black women (◇)	10	0,5
	Employment Equity (Senior management – people reporting to Executive management)		
	Black senior management (□)	20	1
	Black women senior management (□)	10	0,5
	Black middle management (□)	20	1
	Black women middle management (□)	10	0,5
	Skills Development (SD)		
	Expenditure on SD of black people (◇)	40	1
	Expenditure (of payroll) on black students, target 1% of payroll (▣)	10	0,5
	Procurement		
	Total expenditure on BE, BEE & SMME (◇)	40	1
Maximum Total			10

Financial Evaluation Criteria		Max Score
1	Total financial cost of the project (as per project plan). No additional or hidden costs will be allowed.	90
Maximum Total		90