



REQUEST FOR QUOTATION – IMPLEMENTATION OF DIGITAL DOCUMENT CONTROL MANAGEMENT SYSTEM

RFQ No: KHC/RFQ/32/2023

SCM Queries: Ms B. Cwayi or Ms Solombela

Contact No: 047 401 6400/6436

REQUISITION SPECIFICATION

SCOPE OF WORK

The scope of work includes the following:

- Review of approved File Plan or develop and submit File Plan to Provincial and or National Archives
- Review records management policies and procedures
- Design and deployment of document and record types according to TVET departments need, and metadata requirements of the National and Provincial Archives and Records Service
- Implementation of a web-based document and records management solution for the registry unit
- The following modules within the registry unit need to be developed
 - Meeting management
 - Correspondence management
 - Student records
 - Curricula management
 - Payment vouchers
- Change management to ensure that all users are fully conversant with the system
- Full training of administrators, champions and end users on EDRMS solution and handholding
- Back scanning and indexing of records into the EDRMS using the file plan structure
 - A0 pages = *****;
 - A3 pages = *****;
 - A4 pages = *****;
- Forward scanning and indexing of records into the EDRMS using the file plan structure for a period of 2 months with a maximum volume of:
 - A0 pages = *****.

- A3 pages = *****;
- A4 pages = *****;
- EDRMS must accommodate future digital or electronic signature solution
- 36 months support after sign-off of implementation of solution to include:
 - Ensure that users can access the system
 - Ensure users can use the functionality available
 - Provide hand-holding
 - Ensure ECM modules are working correctly
 - Ensure Scanning and Indexing modules are working correctly
 - Ensure optimum uptime of system based on SLA metric support and maintenance metrics table
 - Help the administrator and champions perform his/her functions
 - Liaise with OEM about bugs & patches and implement the solutions

Deliverables

Project Phase	Deliverables	Duration	Costing
Phase 1	<ul style="list-style-type: none"> ● Develop and submit File Plan for approval to Provincial Archives ● Business system analysis ● Project Schedule ● Change management plan ● Training plan 	Once off	
Phase 2	<ul style="list-style-type: none"> ● Design and implementation of electronic document & records management system ● User requirements analysis ● Setup business processes and related workflows ● User testing ● Deployment 	Once off	

Project Phase	Deliverables	Duration	Costing
Phase 3	<ul style="list-style-type: none"> • Training <ul style="list-style-type: none"> ○ Registry ○ ICT Department (Technical Support) ○ End Users • Implementation of proposed change management plan 	Once off	
Phase 4	<ul style="list-style-type: none"> • Documentation <ul style="list-style-type: none"> ○ Customised Technical manual ○ Customised user manual 	Once off	
Phase 5	<p>Maintenance and Support</p> <ul style="list-style-type: none"> • 36-month support 	One year (Will be done over a period of 3 years	
Note the following:	<ul style="list-style-type: none"> • King Hintsa TVET has A3 licenses and would be best suited to use SharePoint as an EDRMS solution to avoid spending money on new licenses for a different solution • Additional three (3) M365 A5 licenses (Compliance) need to be purchased and supplied • Dedicated scanners for registry for scanning and indexing of records will be required • Integration of SharePoint to some existing systems • Scanning of historic and or current documents 	•	•
		Sub total	

Project Phase	Deliverables	Duration	Costing
		Vat	
		Total	

1. Perform an assessment/analysis on all King Hintsa TVET business processes in adherence to system development lifecycle principles. The recommended solution to optimise the business processes has to be in line with the Public Finance Management Act, National Archives Act, POPI etc.
2. The solution has to Automate complete document and records lifecycle according to KING HINTSA TVET File Plan and be able to integrate 365 Platform Outlook integration to route documents via email. Email Document Links, Email Documents as Attachments and Email from Template
3. The solution must have a generic memo workflow with some standard memos and with the flexibility for the user to customise memos when required.
4. Document and record sharing. Regardless of your team member's location, quickly sharing files with them is crucial. Users get to provide links, password-protected files, and web-published documents while getting to monitor who is opened, viewed, and edited the document
5. The solution should be able to Integrate with current KING HINTSA TVET systems i.e. LMS, Microsoft 365 integration, Email integration, Electronic signatures and Web content integration.
6. Security and access control. Restrict Unauthorized Access. File Encryption, Index Value Security, Individual Based Security, Role Based Security, Security per Document (Classification).
7. Version control. Stay in control of document's versions without having to maintain multiple copies of a single document. It lets the user see all the versions made and alerts every member of the most up-to- date version.

8. Document searching. Capability to conduct Advanced Searches, Content Search Duplicate Search, Keywords, Recent Document Folder, Saved Searches, Search using Views, Search through Folders, Search by Date Range, Quick Search ,Search by ranking Columns.
9. Indexing and classification. Index files systematically for a quick, easy retrieval later given its file key.
10. The solution should have a Content audit and review feature
11. The solution should have Accessible reporting and search-ability feature
12. The solution should have Real-time email notifications throughout document creation process feature
13. The solution must have capability to integrate to a digital signing and electronic signing functionality.
14. The appointed service provider should create a Web portal for external parties (Auditor General and Internal Audit) to access/request information with internal approval to requests.
15. The service provider is expected to transfer knowledge and skills by working directly with KING HINTSA TVET project team
16. The service provider is expected to provide change management and end-user training
17. The solution should have a Mobile App with full functionality. The mobile app should be accessible on iOS and Android devices
18. The appointed service provider must develop a plan to migrate KING HINTSA TVET data/records from File Server Share for:
 - a. The previous 3 financial years from appointment date
 - b. In line with modules developed for this project

Important Information:

Please submit the following compliance documents:

- Valid Tax clearance certificate or SARS pin
- Central Supplier Database Registration Proof;
- A valid BBBEE certificate or Sworn Affidavit;
- Company profile with minimum of two similar projects experience and contactable reference letters
- Methodology for Implementation and time frames
- Proof of Accreditation with MICT SETA
- Completed SUPPLIER declaration forms.

All quotations and compliance documents **MUST** be emailed to the following address:
bcwayi@kinghintsacollege.edu.za

Closing Date: 17 August 2023

PLEASE NOTE THAT NO LATE QUOTATIONS WILL BE ACCEPTED.