

**TERMS OF REFERENCE (TOR)**

**RFQ 222/2023/HPCSA: RECORDS RETENTION ARCHIVE AND DISPOSAL SERVICES  
(RE-ADVERT)**

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**GENERAL TENDER INFORMATION**

<b>RFQ ADVERTISED</b>	<b>05 February 2024</b>
<b>RFQ CLOSING DATE/TIME</b>	<b>16 February 2024 (16h30 – Local SA Time)</b>
<b>COMPULSORY BRIEFING SESSION / SITE VISIT</b>	<b>09 February 2024 (10h00 – Local SA Time)</b>
<b>VENUE FOR SITE VISIT</b>	Via Teams <i>(The onus is on the bidders to email the above contact person by no later than <b>10H00 on 08 February 2024</b> to receive an invite with the link to join)</i>
<b>HPCSA RFQ REPRESENTATIVES</b>	Ms. Salome Ledwaba Tel No: +27 12 402 1828 Email: <a href="mailto:Salomel@hpcsa.co.za">Salomel@hpcsa.co.za</a>
<b>PREFERENCE SYSTEM</b> (Preferential Procurement Regulations)	<b>80/20</b>

## **1. Background:**

**1.1** The HPCSA is requesting for proposals from experienced service providers. Proposals for records management services are invited from established companies.

**1.2** HPCSA is a statutory body established in the Health Professions Act (56 of 1974). This Act governs all the regulatory activities of the HPCSA, clearly defines the scope of each profession which it mandates to register with HPCSA and sets clear processes to be followed by HPCSA to achieve its statutory mandate. However, for the HPCSA to achieve its regulatory mandate, it must be efficient in rendering services to its stakeholders and thus, records management is important. Standardized practices of how records are managed must be established.

## **2. Objectives:**

**2.1** According to Section 13 of the National Archives and Records Services of South Africa Act, 43 of 1996, HPCSA must maintain its records in a well-organized system and implement the required policies and procedures to guarantee that its record-keeping and records-management practices adhere to the statute.

## **3. Scope of Work**

### **3.1 The following actions are anticipated of the service provider:**

- Perform a thorough evaluation of the HPCSA's current records management procedures and infrastructure.
- A comprehensive framework outlining the tactics, guidelines, and protocols for efficient records management that is in line with the National Archives and Records Service of South Africa Act (Act No. 43 of 1996)
- A clear policy that ensures compliance with legal and regulatory requirements by outlining the classification and retention periods for various category types of records.
- Comprehensive protocols for the creation, categorization, retention, accessibility, and destruction of records.

- Support the HPCSA in attaining ISO 15489 compliance. A report with proof of compliance outlining the actions done to comply with ISO 15489 records management standards.
- Documentation of the quality control procedures used to guarantee the highest standards in record keeping.
- A clear procedure manual for archives management.
- Sessions to ensure that HPCSA employees have the knowledge and skills necessary to manage records successfully even after the service provider has left.
- A thorough final report that includes a summary of all the activities that were done, information on ISO 15489 compliance, the Records Management Framework, and suggestions for continued maintenance.
- Equipping every department with the necessary instruments and competencies to facilitate the keeping of records in every department domain.
- Determine, create, and inform the needs for the development of the electronic records management system based on the organization's overall requirements.
- Destruction/disposal services in accordance with National Archives Records Services requirements. The Service Provider must understand Disposals and Retentions in line with National Archives requirements.
- The service provider must ensure accurate and authentic record keeping which will ensure that an adequate audit trail is provided.

#### **4. Project Management**

- The Service provider must submit sufficient details so that the committee can assess the proposal in a fair and reasonable manner. It must unambiguously state the bidding entity's experience, aptitude, and capacity to deliver the services:
- The Service provider must demonstrate to the HPCSA in their response to this RFQ that they are able to execute the proposed service on schedule and within budget by providing a thorough description of their project management process or methodology. The process must specify precise checkpoints that, upon reaching significant benchmarks, initiate payment and call for approval and signoff.

- The Service Providers are expected by the HPCSA to furnish project documentation, which includes a signed-off project closeout report, training and skills transfer to HPCSA personnel, requirements analysis and documentation, deployment strategy, project initiation document, project plan, and risk and issue register.

## **5. Project Team**

- A summary of the company's personnel complement, along with the resumes and experience of the team to be assigned to this project, must be provided by the bidder.
- The service provider must provide Records Management practitioners with the following qualification/s: Bachelor's degree in Archives and Records Management or Information Science or Information Studies.
- The project lead needs to have at least ten years of experience in the records management industry.
- To lower the risk of key man dependency, the bidder must provide backup resources with expertise comparable to that of the project lead in case one resource becomes unavailable.

## **6. Fee Section**

These instructions are to assist you in submitting fee data. The burden of proof for fee credibility rests with the vendor.

Provide a summary description of your standard estimating methods bearing the following in mind:

Fees will be inclusive of Value Added Tax (VAT). An indication of those fees to which VAT does not apply is also required.

Fees must be fixed for a period guided by the timelines provided to complete the project as detailed under the scope of the terms of reference.

## **7. Evaluation Process:**

- 7.1** To facilitate a fair and transparent selection process that allows equal opportunity to all service providers/companies, the HPCSA has an SCM policy for the appointment

of contractors, consultants, or service providers that will be adhered to. Proposals will be evaluated in two steps (Administrative Compliance, Price and BBBEEE).

## 7.2 Administrative Compliance

7.2.1 The following documents must be submitted:

Mandatory Document	Comply (Yes/ No)
Proof of registration on CSD (Central Supplier database)	
Proof that the bidder's tax affairs are in order with SARS (e.g., Valid Tax Clearance Certificate/ Status Pin number document)	
Valid BEE Certificate/ Affidavit	
<p><b>Company Profile:</b> All bidders are required to submit a thorough business profile. The company profile needs to include information about the organization, its personnel, executive management structure, history, and industry in which it works.</p>	
<p><b>Training and change management:</b> Clearly outline training plan and change management plan</p>	
<p><b>Company Experience:</b> Service provider should at least have 3 years' experience in archiving and records management services. (Proof should be in the form of reference letter/(s)).</p> <ul style="list-style-type: none"> <li>• Name of the client.</li> <li>• Contact Details.</li> </ul> <p>Dates when the archiving and records management services was performed (Start date and end date).</p> <p><b>Reference letter must be on client letterhead.</b></p>	
<p><b>Records Management Specialist:</b> the Records Management specialist should have at least 3 years' experience and with the following qualification/s: Bachelor's degree in Archives and Records Management or Information Science or Information Studies.</p> <p>(Proof should be in the form of CV and relevant certificates)</p> <p><i>Foreign qualifications are required to be accompanied by a SAQA evaluation certificate.</i></p>	
<p><b>Methodology and Approach:</b> For the record management and archiving program, the bidder's submission must contain a sufficient and understandable project management plan.</p> <p>An implementation plan for the project that includes deliverables, timelines, and</p>	

other information detailing how the services will be performed must be provided by the bidder	
<b>The project lead</b> needs to have at least ten years of experience in the records management industry.	
Proof that the bidder's tax affairs are in order with SARS (e.g., Valid Tax Clearance Certificate/ Status Pin number document)	

### 7.3 Price and BBBEE:

Bids will be evaluated in terms of the **80/20 Preference Point System (80 points for price and 20 points for BBBEE)**.

**The following** formula will be applied to calculate the points for price.

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

Where:

- P<sub>s</sub> = Points scored for price of bid under consideration  
 P<sub>t</sub> = Rand value of bid under consideration  
 P<sub>min</sub> = Rand value of lowest **acceptable** bid