



**merSETA**

MANUFACTURING, ENGINEERING  
AND RELATED SERVICES SETA



**JET EDUCATION SERVICES**  
THINK EDUCATION. THINK JET.

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REQUEST FOR PROPOSALS:  
**APPOINTMENT OF SERVICE PROVIDER TO  
PROVIDE INFORMATION AND RECORDS  
MANAGEMENT SERVICES**

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## 1. ACRONYMS

<b>ICT</b>	Information, Communication and Technology
<b>AD</b>	Active Directory
<b>SOD</b>	Segregation of Duties
<b>RMS</b>	Record Management System
<b>NARS</b>	National Archives and Records Services
<b>PDF</b>	Portable Document Format
<b>merSETA</b>	Manufacturing Engineering and Related Services Sector Education and Training Authority
<b>B-BBEE</b>	Broad-based Black Economic Empowerment
<b>FTP</b>	File Transfer Protocol
<b>CIPC</b>	Companies and Intellectual Property Commission
<b>EDRMS</b>	Electronic Document and Records Management System
<b>ToR</b>	Terms of Reference
<b>QMS</b>	Quality Management Systems
<b>SQL</b>	Structured Query Language
<b>POPI</b>	Protection of Personal Information Act

## 2. BACKGROUND

JET Education Services (JET)<sup>1</sup>, in collaboration with the Manufacturing, Engineering and Related Services Sector Education and Training Authority (merSETA)<sup>2</sup>, have initiated a programme (PSET CLOUD) that seeks to address the development of an integrated national digital ecosystem that is interoperable and can be used for effective skills planning and provisioning.

The purpose of the overall project is to establish an integrated digital ecosystem that will strengthen, integrate, coordinate and improve efficiencies in the governance and management of the post-school education and training (PSET) system. The main objective of the project is to ensure that data sets are interoperable, well synchronized and used effectively as sources of information for planning and improving efficiency in the PSET system.

A critical aspect of the programme is to ensure that, as the early adopter of this innovative programme, merSETA's digital ecosystem (i.e., its internal systems and ICT infrastructure) can support the free flow and advantageous use of data available to various institutions and organisations involved in the PSET sector. In so doing it will be able to (i) enhance skills planning and provisioning, and (ii) strengthen, integrate, coordinate and improve efficiencies in the governance and management of post school education and training. As such the merSETA is assisting in the definition of the PSET CLOUD MVP and readying itself for participation on the PSET CLOUD platform.

In light of this desired end goal, and based on a state of readiness, maturity assessments as well as gap analyses of merSETA's technology, people, processes and information was conducted with reports and recommendations produced in 2018 (Phase 1); the findings of which serve as the priorities for merSETA's Digital Ecosystem Programme over 2020 and 2024 (Phases 2 – 4) with a specific focus on:

- Information & Records Management
- Data Management
- Knowledge Management
- Enterprise Architecture
- Technology

All of the above are underpinned by good governance, optimised business processes and effective change management.

JET, as the implementing partner in the digital ecosystem component of the PSET CLOUD programme, is assisting the merSETA with resource provisioning, procurement, and management of these services.

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<sup>1</sup> JET Education Services (JET) is an independent non-governmental organisation founded in 1992 which works with government, the private sector, international development agencies and education institutions to improve the quality of education and the relationship between education, skills development and the world of work. JET's focus areas in the education sector are: education research and planning; monitoring and evaluation of education and training programmes; school and district improvement; and Technical and Vocational Education and Training (TVET) College improvement and youth livelihoods.

<sup>2</sup> The merSETA is the Manufacturing, Engineering and Related Services Education and Training Authority established to promote the Skills Development Act, (Act 97 of 1998). It facilitates skills development in the following sub sectors: metal, automotive manufacturing, retail motor and component manufacturing, new tyre manufacturing and plastics manufacturing.

This Terms of Reference (ToR) is in relation to the Information and Records Workstream of the project.

### **3. PURPOSE OF THIS RFP**

JET and the merSETA seek to appoint a suitably qualified and experienced service provider for Information and Records Management Services for the merSETA. The service provider is required to recommend an organisational end-to-end record and information management service which complies with necessary regulatory and legislative records management requirements, in particular:

- The National Archives and Records Service Act, 1996 which obliges the merSETA to have a process in place to ensure proper creation, maintenance, use and disposal of records to achieve efficient, transparent, and accountable governance.
- The Protection of Personal Information (POPI) Act 4 of 2013.

### **4. INFORMATION AND RECORDS MANAGEMENT AT MERSETA**

In order to achieve the merSETA mission “to increase access to high quality and relevant skills development and training opportunities to reduce inequalities and unemployment and to promote employability and participation in the economy”, the organisation requires access to current relevant information (both internal and external), and it needs to be pro-active in enabling the use of technology tools to enhance internal and external communication and interaction with its stakeholders, partners and regulators.

Data, information and knowledge resources are strategic assets for strengthening strategic planning, strategic decision-making, governance and operational efficiency, as well as solidifying interaction with external stakeholders and partners. The merSETA identified an Enterprise Content Management (ECM) strategy [now referred to as the merSETA Digital Ecosystem] as critical in harnessing and streamlining all its data, information and knowledge resources and practices to achieve organisational goals.

At present, these resources reside in various disparate channels which prevents data, information and knowledge from being integrated, optimised, analysed and used to the benefit of the merSETA and its partners and stakeholders.

The organisation has a desire to digitally transform its business processes, including digitization of the value chain involving workflow, document management, filing and archiving. The list of business functions of the organisation in all of its seven offices are as follows:

- Strategy and Research
- Operations
- Corporate Services
- Finance
- Company Secretary and Compliance Officer

The workflow of Information and Records Management System cuts across the entire value chain. The function of information and records management, which will overlook the system and its processes, resides in the ICT function.

### **5. OBJECTIVE OF THE ASSIGNMENT**

Information and Records Management is an organisational function devoted to the management of information and records in an organisation throughout its life cycle, from the time of creation to its eventual disposition. This includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records. Information and Records Management is part of an organisation's broader function of governance, risk

management, and compliance and it is primarily concerned with managing the evidence of an organisation's activities as well as the reduction or mitigation of risk associated with it.

The specific objective of this assignment is to ensure that the Information and Records Management practices enable the business to access its information while realizing the benefits of effective records management.

## 6. PROJECT/ CONTRACT PERIOD

It is expected that the merSETA will award the successful service provider a 12 months contract.

## 7. SCOPE OF THE PROJECT

The successful bidder will be required to assess and analyse the merSETA's environment and perform record and information management audits to understand where the gaps and risks of the organisation lie for recommendation of an effective Information and Records Management and solution to ensure regulatory compliance with the National Archives Act (Act No.43 of 1996), as amended.

The merSETA staff compliment is above 200 with Head Office situated in Johannesburg and provincial offices in major cities across the country. The merSETA requires that the each of sites be visited by the successful service provider.

Site	Address	Number of Business units	Number of Employees
Johannesburg	merSETA House, 95 7th Avenue, Cnr Rustenburg Road, Melville, Johannesburg, 2109	14	188
Pretoria	Automotive Supplier Park, 30 Helium Road, Rosslyn Ext. 2	1	10
Witbank	1st Floor, No 8 Corridor Street, Route N4, Business Park, Ben Fleur Ext 11, Witbank	1	13
Bloemfontein	46 Second Avenue, Westdene, Bloemfontein	1	12
Durban	149 Essenwood, 149 Stephen Dlamini Road, Musgrave, Durban	1	21
Port Elizabeth	Pickering Park Office Suites, 14-20 Pickering Street, Newton Park, Port Elizabeth	1	13
Cape Town	35 Carl Cronje Drive, Avanti Office Park, 2nd Floor, North Block, Tygervalley, 7530	1	18

\*\* Please note: the merSETA office relocations are currently taking place. Please cater for address changes.

The organisation's business model requires processing of large volume of paper. The merSETA is therefore looking for an Information and Records Management service provider that will cover all areas of business within the merSETA.

The service provider should also consider the following:

- The variety of electronic systems to capture information (alignment with the proposed Information Management model).
- Development of a File Plan (Business Classification Scheme).
- Development of a Metadata Schema for documents and records.
- Establishment of Naming Conventions (or replacement of naming conventions through the use of metadata).

- Develop Records Management and Information Policy and identify all relevant national standards and legal, regulatory, or contractual documents that must be followed for compliance and approval by National Archives
- 7.1. Analyse the merSETA's environment and perform record management audits to understand where the gaps and risks of the organisation lie for recommendation and implementation of an effective information and records management and solution to ensure regulatory compliance
  - 7.2. Provide an effective information and records management framework based on a detailed analysis of the merSETA's environment to ensure regulatory compliance.
  - 7.3. Develop and implement pro-active and continuous records retention and disposition strategies.
  - 7.4. Configure Microsoft 365 SharePoint online feature to implement the proposed information and record management framework, structures and processes.
  - 7.5. Proposed any additional technologies that will supplement SharePoint online to enhance records management.
  - 7.6. Convert existing paper to digital records and import the digitised documents into the appropriate document libraries in SharePoint online.

## 8. TECHNICAL REQUIRMENTS

- 8.1. **Certifications:** The service provider shall provide evidence that they comply with global standards such as ISO 15489, ISO 9001:2015, AIIIM or any other relevant Records Management and Information standard.
- 8.2. The service provider needs to comply with Protection of Personal Information (POPI) Act 4 of 2013
- 8.3. Recommendations should be structured according to the Generally Accepted Recordkeeping Principles (GARP) domains, a global standard that identifies the critical hallmarks and a high-level framework of good practices for information governance:
  - 8.3.1. Accountability,
  - 8.3.2. Transparency,
  - 8.3.3. Integrity,
  - 8.3.4. Protection,
  - 8.3.5. Compliance,
  - 8.3.6. Availability,
  - 8.3.7. Retention, and
  - 8.3.8. Disposal.

## 9. DELIVERABLES/OUTPUT

The following outputs/deliverables will be expected for the duration of the project contract period:

- 9.1. Inception report detailing the programme of work to be assessed and implemented against this ToRs.
- 9.2. The project charter with a detailed project plan developed indicating all the timeframes for deliverables.
- 9.3. A Records Management and Information Policy that identifies all relevant national standards and legal, regulatory, or contractual documents that must be followed for compliance and approval by National Archives.
- 9.4. An NARS approved File Plan with disposition authorities that will enable merSETA to manage the lifecycle of records.
- 9.5. Records management procedures that implement the policy of the merSETA.
- 9.6. Report detailing the findings of the relevant record and information management audits and analyses of merSETA's environment that clearly outlines where the gaps and risks of the organisation lie and a set of recommendations.
- 9.7. Configured records management features in SharePoint online and concise documentation of the design and configuration.

- 9.8. Management and staff that are trained in records management responsibilities and the use of the configured electronic records management system.

## 10. SUBMISSION REQUIREMENTS

- 10.1. Bidder must have three (3) years' experiences in providing and supporting records management services. Failure to meet this requirement will result in a disqualification.
- 10.2. A technical proposal per scope outlined in this ToR, and which clearly outlines how the this assigned will be carried out. This includes a high-level project plan clearly indicating milestones and project duration, the overall resources needed (such as hardware, software, facilities, materials, and personnel), any site-specific implementation requirements, transfer of skills, project close-out and reporting.
- 10.3. Any additional service offering relevant to the scope of work
- 10.4. An organogram of the project structure clearly positioning the various members of the proposed team
- 10.5. The response must indicate the project team consisting of at least a suitably qualified and experienced project lead. The following should be provided:
- Detailed CV's of the team leader and members
  - Evidence that the proposed team are certified current members of the relevant professional bodies and have the relevant experience and qualifications issued by professional bodies.
- 10.6. Company profile that includes:
- A detailed list of completed contracts/projects with references of similar work undertaken. The list of references must highlight the name of the company, description of contract, date of contract, contact persons and contact details.
  - Three (3) written, signed and verifiable letters of reference not older than 3 years where work and or services of similar nature was undertaken.  
NOTE: JET/MERSETA reserves the right to contact any number of the references provided by the bidder.
- 10.7. Proof of registration on the Central Supplier Database hosted by National Treasury
- 10.8. Valid Tax Clearance Certificate
- 10.9. A certified copy of valid B-BBEE certificate or affidavit
- 10.10. Audited Financial Statements for the previous 3 years.
- 10.11. Bidders to indicate if there will be any subcontracting and clearly indicate what work is to be subcontracted and what percentage (%) of the budget will be subcontracted.
- 10.12. In instances of a joint venture /consortium the Joint Venture Certificate must be submitted

**NOTE: Failure to comply with submission requirements disqualifies the submission.**

## 11. EVALUATION CRITERIA

### 11.1. Stage 1: Compliance with minimum requirements

All bidders will be examined to determine compliance with the request for proposal requirements and conditions as stated in section 10. Non-compliant bidders will be eliminated for further evaluation.

### 11.2. Stage 2: Evaluation on functionality

The evaluation will be conducted by an evaluation panel who will evaluate all proposals independently in terms of the evaluation criteria for functionality which will be made up of 80 points as follows.

FUNCTIONALITY	MAX POINTS
<b>1. Company years of experience in the provision of Information &amp; Records Management services and track record</b>	<b>20</b>
Service Provider Experience in doing similar jobs : 5 <ul style="list-style-type: none"> <li>• 8 yrs. and above = 5</li> <li>• 5 – 7 yrs. = 3</li> <li>• 3 – 4 yrs. = 1</li> </ul> Contactable references backed by <b>relevant Reference Letters</b> : 15 <ul style="list-style-type: none"> <li>• Three (3) reference = 15</li> <li>• Two (2) reference = 10</li> <li>• Two (1) reference = 5</li> </ul>	
<b>2. Methodology / Approach</b>	<b>20</b>
<ul style="list-style-type: none"> <li>• Understanding of the Terms of Reference: 5</li> <li>• Overall Quality of the Methodology/Approach to accomplish the tasks in accordance with this ToR: 20</li> </ul>	
<b>3. Team Composition</b>	<b>15</b>
Diverse team with of Blacks, Females and Youth <ul style="list-style-type: none"> <li>• Minimum of one each of Blacks, Females and Youth - 15</li> </ul>	
<ul style="list-style-type: none"> <li>• Partially diverse team two of either Blacks, Females or Youth - 10</li> </ul>	
<ul style="list-style-type: none"> <li>• Partially diverse team one of either Blacks, Females or Youth - 5</li> </ul>	
<b>4. Team members experience and qualifications</b>	<b>45</b>
An organogram and CVs showing relevant experience and qualifications for Team Lead in Information, document, records, library or archives management qualification : 15 <ul style="list-style-type: none"> <li>• 8 yrs. Plus - 15</li> <li>• 5 - 7yrs.– 10</li> <li>• 3 -4 yrs. – 5</li> <li>• 2 yrs. and below - 2</li> </ul> An organogram and CVs showing relevant experience and qualifications of Project Manager Consulting Experience: 15 <ul style="list-style-type: none"> <li>• 8 yrs. Plus - 15</li> <li>• 5 – 7 yrs. = 10</li> <li>• 3 – 4 yrs. = 5</li> <li>• 2 yrs. and below = 2</li> </ul> An organogram and CVs showing relevant experience and qualifications of SharePoint Online Lead Consulting Experience: 15 <ul style="list-style-type: none"> <li>• 8 yrs. Plus - 15</li> </ul>	

FUNCTIONALITY	MAX POINTS
<ul style="list-style-type: none"> <li>• 5 – 7 yrs. plus = 10</li> <li>• 3 – 4 yrs. = 5</li> <li>• 2 yrs. and below = 2</li> </ul>	
<b>TOTAL FOR FUNCTIONALITY</b>	<b>100</b>

All bidders who score less than 65% (which is 65 points) on functionality will not be considered further and will be regarded as having submitted a non-responsive bid and will be disqualified.

## 12. IMPORTANT DATES

In the interests of efficiency and of procedural fairness to all proposers, the following timelines will be strictly adhered to:

Date	Activity
9 Dec 2021	RFQ advertised and distributed
17 Jan 2022	Bid submission deadline 18h00 via email.
By 28 Jan 2022	Shortlisted providers may be engaged further to present to panel on identified questions
By 31 Jan 2022	Final selection of service provider, with appointment letter sent
1 Feb 2022	Anticipated Inception and start of delivery of services commences

### Submission details

- All queries should be directed to Carla Pereira and must be submitted via email to [carla@jet.org.za](mailto:carla@jet.org.za). Responses will be provided via email.
- Proposals should be submitted to [tenders@jet.org.za](mailto:tenders@jet.org.za).