

SOUTH AFRICAN HUMAN RIGHTS COMMISSION

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CALL FOR PROPOSALS: APPOINTMENT OF A SERVICE PROVIDER TO QUANTIFY THE VOLUME OF PHYSICAL DOCUMENTS AT HEAD OFFICE AND GAUTENG PROVINCIAL OFFICE

Deadline for Submissions: 24 January 2023

SAHRC RFP 21-2022

1. Purpose

1.1 The purpose of this document is to request proposals with quotations to quantify the volume of the Commission's physical records belonging to the Head Office and Gauteng Provincial Office, and the Western Cape Provincial office.

2. Introduction and Background

2.1 The South African Human Rights Commission (SAHRC/ The Commission) is an independent Chapter 9 Institution, established in 1995, in terms of Section 184 of the Constitution, and mandated to promote, protect, and monitor observance of human rights in South Africa.

2.2 The Commission's organogram consists of 198 approved posts and has offices across the country (National and Gauteng Provincial Offices in Braamfontein; as well as an office in each of the other 8 provinces).

2.3 It operates through four main programmes, namely, Administration, Promotion of Human Rights, Protection of Human Rights, and Monitoring of Human Rights.

3. Problem statement

3.1 The Commission is embarking on a digital transformation journey and seeks to commence by quantifying its physical documents for digitization.

3.2 There is a relatively large amount of information processed by the Commission, which necessitates a determination of the volume of existing physical documents that would require digitization later.

3.3 This determination would assist the Commission to establish the extent of the digitization of records required and plan accordingly.

3.4 It is for this reason that the Commission requires the services of experts to quantify the volume of the physical records belonging to its national (head) office, the Gauteng Provincial Office, both located in the same premises in Braamfontein.

3.5 The Commission has already embarked on a digital transformation strategy and project planning through a service provider who will then be feeding all the required information to the incumbent of this service.

4. Project scope and deliverables

4.1 The service provider is expected to develop and execute a plan for the quantification of the physical documents at the Commission' head office, Gauteng Provincial Office and the Western Cape Provincial Office.

4.2 **The Head Office** comprises of the following sub-programmes or business units, consisting of 107 personnel altogether (inclusive of Commissioners and staff).

4.2.1 Commissioners' Programme

4.2.2 Office of the Chief Executive Office

4.2.3 Office of the Chief Operations Office

4.2.4 Office of the Chief Financial Officer

4.2.5 Internal Audit

4.2.6 Strategic Support and Governance

4.2.7 Legal Services

4.2.8 Research, Parliamentary and International Affairs

4.2.9 Advocacy and Communications

4.2.10 Corporate Services (Administration, Supply Chain Management)

4.2.11 Human Resources

4.2.12 Information and Communications Technology

4.3 **The Gauteng Provincial Office** consists of approximately 10 staff and operates across the four programme areas of the Commission as stated in the introduction and background.

4.4 **The Western Cape Provincial Office** as well consists of approximately 16 staff and operates the four programme areas of the Commission as stated in the introduction and background.

4.5 **The nature of the records** anticipated for quantification includes, but may not be limited to:

4.4.1 Executive Authority (plenary) and senior management meetings reports – from the earlier years of establishment

4.4.2 SAHRC annual reports – from the earlier years of establishment

4.4.3 Active complaints files (Gauteng office handles an average of 1800 cases per annum)

4.4.4 Investigative hearing reports - from the earlier years of establishment

4.4.5 Court Judgements

4.4.6 Financial reports - from the earlier years of establishment

- 4.4.7 Historical records
- 4.4.8 Human resources documents and reports
- 4.4.9 Audit reports
- 4.4.10 Corporate services and supply chain management related records

4.6 It must be noted that the frequency of generation and number of these records varies widely. It is therefore advisable to consider rated quotations (i.e., quotations based on rates per volume or whichever appropriate method in this regard).

5. Project principles

- 5.1 The Commission's information storage and handling is done in accordance with the privacy legal framework, including the Protection of Personal Information Act (POPIA).
- 5.2 Execution of the plan in terms of this call therefore must fully comply with the legislation and other related regulations and policies where applicable.
- 5.3 The service provider must provide guarantee of security while handling the records of the Commission by:
 - 5.3.1 Putting in place security measures and controls to secure the Commission's records.
 - 5.3.2 Using access management: restrict and grant access to authorized users only.
 - 5.3.3 Providing the details of how to implement the security measures.
 - 5.3.4 Must produce a Record of Processing Operations – POPIA requires that all processing operations be documented.

6. Required Expertise, technical skills, and competency

- 6.1 The Commission requires the services of a service provider with a minimum of three years' experience in the quantification of physical documents.
- 6.2 The service provider is expected to make use of their own personnel and equipment in conducting the work required.

7. Project Timelines

- 7.1 The expected project commencement date will be determined through a briefing and work planning meeting to be held with the service provider shortly after the appointment date.
- 7.2 It is envisaged that the project lifespan would be approximately one month, subject to the project plan that would be developed by the service provider and agreed with the Commission.

8. Evaluation Criteria

Please note that all quotes received will be evaluated based on the following criteria: functionality criteria will be further evaluated on applicable values as outlined below:

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Chairperson: B C Majola; **Deputy Chairperson:** F Chohan; **Commissioners (Full-Time):** A H Gaum; A M Makwetla; B Malatji; P Ntuli
Commissioners (Part-Time): A C Nissen, J B Sibanyoni; **Chief Executive Officer (Acting):** C Kisoona

0 = Unacceptable, 1 = Serious Reservations, 2 = Minor Reservations, 3 = Acceptable, 4 = Good, and 5 = excellent

8.1 Please note that the following evaluation criteria will be used:

8.2 Price evaluation based on the 80/20 preferential point system.

8.3 The minimum threshold for qualification by functionality is 70%, assessed as per criteria listed in Table 1 below:

Table 1: Functionality evaluation

	Criteria	Percentage weighting	Score
1.	<p>Previous experience working on similar projects</p> <p>Industry experience in the form of reference letters</p> <p>The reference letters must include the following:</p> <p>Dated and signed by the company</p> <p>On the approved letter head of the company</p> <p>0 – No reference letters submitted</p> <p>1 – 1 reference letter submitted</p> <p>2 – 2 reference letters submitted</p> <p>3 – 3 reference letters submitted</p> <p>4 – 4 reference letters submitted</p> <p>5 – 5 reference letters submitted</p>	20	
2.	<p>Skills and competencies of the lead expert in the form of curriculum vitae's</p> <p>0 – no CV submitted</p> <p>1 – Qualifications</p> <p>2 - Qualifications and experience</p> <p>3 – Qualifications and experience and skills relevant to the terms of reference</p> <p>4 to 5 – Qualifications, experience, skills relevant to the terms of reference, contactable references</p>	20	
3.	<p>Comprehensiveness on the approach that will be used, the methods to ensure compliance with legislation and frameworks to be applied.</p>	40	
4.	<p>High level work-plan with an overview of timelines, key milestones and a costs breakdown indicating the major costs drivers.</p>	20	
	Total	100	

Bidders must obtain a minimum threshold of 70% on Functionality to proceed to the next stages of the evaluation process. Failure to obtain the minimum of 70% will result in your bid being considered non-responsive.

Price and BBBEE evaluation

Only Bidders that have met the 70% threshold to be considered for price and BBBEE. Price and BBBEE will be evaluated as follows:

In terms of regulation 6 of the Preferential Procurement Regulations pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated on the 80/20-preference point system in terms of which points are awarded to bidders based on:

- The bid price (maximum 80 points)
- B-BBEE status level of contributor (maximum 20 points)

i. Stage 1 – Price Evaluation (80 Points)

Criteria	Points
Price Evaluation $Ps = 80 \left(1 - \frac{Pt - P \text{ min}}{P \text{ min}} \right)$	80

The following formula will be used to calculate the points for price:

Where

Ps = Points scored for comparative price of bid under consideration

Pt = Comparative price of bid under consideration

Pmin = Comparative price of lowest acceptable bid

ii. Stage 2 – BBBEE Evaluation (20 Points)

a. BBBEE Points allocation

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A maximum of 20 points may be allocated to a bidder for attaining their B-BBEE status level of contributor in accordance with the table below:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

B-BBEE points may be allocated to bidders on submission of the following documentation or evidence:

- A duly completed Preference Point Claim Form: Standard Bidding Document (SBD 6.1); and
- B-BBEE Certificate

9. Submission Requirements and Contact Details

9.1 To be considered as the preferred service provider, kindly submit the following:

9.2 Proposal

9.3 Valid Tax Clearance Certificate

9.4 BBBEE Certificate.

9.5 Company Profile

9.6 SBD 4 document signed

9.7 SBD 6 document signed

9.8 SBD 7.2 document signed

9.9 Latest CSD report at the time of quotation

10. Please submit quoted proposals via email by 24 January 2023, before 11h00.

10.1 All documentation must be emailed to: Tenderoffice@sahrc.org.za

10.2 Submissions should be made using the RFP number for ease of reference

For further information or clarification please contact Rulani Khuvutlu at rkuvutlu@sahrc.org.za or

Tshepang Sebulela tsebulela@sahrc.org.za.

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