RFQ/COP/2026/10251403/50: APPOINTMENT OF A SERVICE PROVIDER TO IMPLEMENT A RECORDS MANAGEMENT, ARCHIVING AND TRACKING SYSTEM FOR A PERIOD OF THREE (3) YEARS.

QUESTIONS & ANSWERS

1. Page 5 (Point 7) of the RFQ specifies workflows as a requirement. Please clarify which workflows are required and provide further details. Are these workflows solely for the disposal approval process? Item creation, deletion and modification, retention and disposal, POPIA request and data breach, backup and restore (disaster), retrieval classification and filing etc.
2. Page 5 (Point 7) of the RFQ refers to reporting requirements. Please clarify which reports are required and provide further details. File viewing, uploads, deletion, modification, auditing
3. Although the system can be developed to generate barcodes, we recommend using barcodes pre-printed by the supplier to prevent duplicate printing. Would this approach be acceptable? Yes
4. Has the approved file plan been revised since the current file tracking system was implemented and last operational? Are any changes or updates to the electronic file plan within the system required? In review
5. The new supplier is expected to migrate existing data into a new system. Please confirm the volume of data to be migrated, including the number of locations, boxes, files and audit history records. Physical locations - 3, please see screenshot of database size
6. To our knowledge, the current system is unlicensed and has been offline for several years. Please clarify the following regarding data migration:
   - How is the service provider expected to access and migrate the data: through the file tracking application or directly from the SQL database? - Migration to be done directly from SQL Database the service provider will be assigned read access
   - How many boxes and file folders are currently recorded in the system? The software is currently unlicensed we are unable extract an exact number of data to be read from database
   - How many boxes and file folders are in the backlog and need to be captured and stored? Unable to supply exact number of backlog boxes as the boxes are continually being collected
   - Have there been any changes to the warehouse locations since the initial installation? No
7. Does SABC have all the hardware and infrastructure required to implement a records management system, including desktops, network infrastructure, and remote and stationary scanners, or should the supplier include these costs in the proposal? If the supplier is expected to provide any hardware or infrastructure, please specify the requirements. Laptops, and network infrastructure are in place, supplier to provide scanners and barcodes\printers machines.

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Current Database size

Size	12725,63 MB
Space Available	3179,12 MB