



REQUEST FOR INFORMATION

RFI NO: RFI/TVL/2020/12

**RFI TITLE: REQUEST FOR INFORMATION FOR THE PROVISION
OF DOCUMENT MANAGEMENT SOLUTION**

This RFI calls for information for the provision of DOCUMENT MANAGEMENT SOLUTION.

RFI documents are obtainable from **3 December 2020** from the following websites:

- **Government E-Portal** <http://www.etenders.gov.za>
- **SABC Website** <http://www.sabc.co.za/sabc/tenders>

Closing Date: 15 December 2020

For enquiries E-mail: skhisazanan@sabc.co.za



REQUEST FOR INFORMATION

RFI NO: RFI/TVL/2020/12

**RFI TITLE: REQUEST FOR INFORMATION FOR THE PROVISION
OF DOCUMENT MANAGEMENT SOLUTION**

This RFI calls for information for the provision of **DOCUMENT MANAGEMENT SOLUTION**.

RFI documents are obtainable from **3 December 2020** from the following websites:

- **Government E-Portal** <http://www.etenders.gov.za>
- **SABC Website** <http://www.sabc.co.za/sabc/tenders>

Closing Date: 15 December 2020

For enquiries e-mail: skhisazanan@sabc.co.za and tenderqueries@sabc.co.za



SOUTH AFRICAN BROADCASTING SABC SOC LIMITED
("The SABC")

REQUEST FOR INFORMATION (RFI)

RFI NUMBER	: RFI/TVL/2020/12
RFI TITLE	: PROVISION OF DOCUMENT MANAGEMENT SOLUTION

EXPECTED TIMEFRAME

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	3 December 2020
RFI Available from	RFI document can be accessed on EPortal & SABC Website
Briefing Session	N/A
RFI Closing Date and Time	15 December 2020 at 12h00
Contact details	skhisazanan@sabc.co.za

The SABC retains the right to change the timeframe whenever necessary and for whatever reason it deems fit.

Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to Nombulelo Skhisazana E-mail: skhisazanan@sabc.co.za, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

PDF Documents will be available on the SABC Website as well as the National Treasury E-Tender Website.

Please note that this is a Request For Information and not a Request For Proposal.

REQUEST FOR INFORMATION:

1. DEFINITIONS

- 1.1** “**RFI**” - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 1.2** “**RFI response**” - a written response in a prescribed form in response to an RFI.
- 1.3** “**Hosting Partners**” - companies who entered into an agreement with SABC LOC in the areas of application management; application hosting, application service provision, and marketplace hosting are incorporated in this category.
- 1.4** “**Respondent**” – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded to him.

2. CONFIDENTIALITY

All information related to this request for information both during and after completion is to be treated with strict confidence. Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the SABC, written approval to divulge such information will have to be obtained from SABC.

The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI. Respondents must ensure that: access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential. This RFI remains at all times the property of the SABC. No rights other than as provided in this RFI and in respect of the confidential information are granted or conveyed to bidder/s

NAME OF Respondent: _____

PHYSICAL ADDRESS: _____

Respondent's contact person: Name : _____

Telephone : _____

Mobile : _____

Fax.: _____

E-mail address : _____

3. The manner of submission of the RFI

- 3.1** Respondent shall submit RFI response in accordance with the prescribed manner of submissions as specified below.
- 3.2** Respondent shall submit one (1) original copy or one (1) electronic copy
- 3.3** All additions to the information documents i.e. appendices, supporting documentation, photographs, technical specifications and other support documentation covering suggested solutions etc. shall be neatly bound as part of the schedule concerned.
- 3.4** Electronic copies may be submitted to : tenderqueries@sabc.co.za and skhisazanan@sabc.co.za

PROVISION OF DOCUMENT MANAGEMENT SOLUTION

BACKGROUND

The SABC is looking to replace a document management system that is currently used by the SABC TV Licenses department. The system integrates with the Mainframe and other 3rd party solutions. The system is used for the storage, retrieval and viewing of correspondence of different file types, more detail is provided below on the different files.

4. Scope

The scope of this RFI encompasses acquiring relevant information from industry to enable the SABC to:

- Assist the SABC to establish Bid Specification(s).
- Identify a suitable solution for the SABC.

This RFI is aimed at gathering relevant information with respect to the Document Management system and or products currently available in the global market,

The following requirements must be considered:

1. System must integrate with SAP, Mainframe and other 3rd party software that the SABC may use
2. The following would need to be integrated into the document management system
 - a. Reports from Mainframe
 - b. Post Office files
 - c. Bank files
 - d. Bulk Correspondence
 - e. Images
 - f. Associated documents
 - g. Online statements
3. Solution must be secure as it will be hosting sensitive data such as customer information
4. System must be compliant with regulations around the protection of information
5. System must be compliant with SABC internal policies
6. Document management system must cater for multiple file types (, image, csv, word, pdf, etc)
7. System must cater for importation of data via FTP/SFTP
8. 3rd party users must have access to the system through a web based portal
9. Must be able to select a section of a report or document for printing instead of printing the entire document
10. Archiving and retrieval of these documents must be available
11. Migration of metadata and files from existing system must be done
12. Backup of existing data must be done

13. Skills to migrate metadata and files from existing system to new system must be provided by the supplier as these skills are not held within the SABC

14. Existing system must be completely shut down and removed

15. System must have workflows to facilitate business needs

Solution must offer on premise, software as a service (SAAS) and cloud based options, this will allow the SABC to make informed decisions

5. COST BREAKDOWN

- Cost breakdown must include the following
 - Cost of solution as (include hardware costs where necessary)
 - On premise
 - Software as a solution
 - Cloud
 - Migration of existing images and metadata to new platform
 - Human resources required to perform the migration
 - Training of SABC staff for the following
 - To provide 1st line user support
 - To provide technical support
 - To provide training to the users (Train the trainer)
 - User manuals
 - Maintenance and Support for a 5 year period

6. GENERAL INFORMATION

Contact Persons for Queries

Enquiries in respect of this RFI should be addressed to:

SCM Division

E-mail: tenderqueries@sabc.co.za and skhisazanan@sabc.co.za

All queries to be e-mailed.

7. RFI SUBMISSION INFORMATION

SUBMISSION DETAILS OF

RFI responses should be submitted to the below address at the tender box situated at the reception clearly marked:

RFI Number: RFI/TVL/2020/12
RFI Title : Provision of Document Management Solution

Tender office
SCM Division
Radio Park Office Block
Cnr Artillery and Henley Road
Auckland Park, Johannesburg
South Africa

Electronic submissions: skhisazanan@sabc.co.za and tenderqueries@sabc.co.za

END OF THE REQUEST FOR INFORMATION DOCUMENT