Province of the
EASTERN CAPE
HEALTH

SBD 1

PART A
INVITATION TO BID

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE (*NAME OF DEPARTMENT/ PUBLIC ENTITY*)					
BID NUMBER:	SCMU3-18/19-0445-HO	CLOSING DATE: 22 FEBRUARY 2019		CLOSING TIME:	11H00
DESCRIPTION	EXPRESSION OF INTEREST FOR DIGITIZATION AND ARCHIVING OF CLINICAL RECORDS FOR A PERIOD OF THREE YEARS FOR EASTERN CAPE DEPARTMENT OF HEALTH				

BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT (*STREET ADDRESS*)

SUPPLY CHAIN MANAGEMENT UNIT

DEPARTMENT OF HEALTH

GROUND FLOOR – GLOBAL LIFE CSC BUILDING

PHALO AVENUE, BHISHO

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO		**TECHNICAL ENQUIRIES MAY BE DIRECTED TO:**	
CONTACT PERSON	**ZUKILE MANYELA**	CONTACT PERSON	**ZUKILE MANYELA**
TELEPHONE NUMBER	**040 608 9665**	TELEPHONE NUMBER	**040 608 9665**
FACSIMILE NUMBER		FACSIMILE NUMBER	
E-MAIL ADDRESS	**Zukile.manyela@echealth.gov.za**	E-MAIL ADDRESS	**Zukile.manyela@echealth.gov.za**

SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		**OR**	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	[TICK APPLICABLE BOX] ☐ Yes ☐ No	

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/ SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]

	Signature	Date
DRAFTED BY:		
RECOMMENDED BY: PROGRAMME MANAGER:		
REVIEWED BY:		2019/01/28
APPROVED BY: SPECIFICATION COMMITTEE:		30/01/19
ADVERT APPROVED BY:		

ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐Yes ☐No [IF YES ENCLOSE PROOF]	ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER THE QUESTIONAIRE BELOW]

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE ENTITY HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?	☐ YES ☐ NO

IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS /STEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

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PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.

1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED–(NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**

1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

TAX COMPLIANCE REQUIREMENTS

2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.

2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.

2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.

2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.

2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.

2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.

2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

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SECTION 1 – EOI INFORMATION

I. Introduction

A. Purpose and Background

A. Purpose

Eastern Cape Department of Health is requesting suitable and experienced service providers to submit an expression of interest for the provision of decanting, archiving, digitization / scanning, indexing of patients records in high risks operations (Maternity and other Medico-legal records) and provision of off-site records for a period of three years.

B. Objective of the Digitization of ECDoH's Records

The preservation coupled with improving accessibility (which can only be achieved by digital storage and an efficient management retrieval system) is needed for the ECDoH. In view of the above, the primary objectives of the proposed initiative are:

1. Preservation - Preservation of record is the foremost objective. Once the documents are scanned and digitized, preservation of the original can be ensured for a much longer period as the need to handle the physical documents would be eliminated or minimized to a great extent since digital document would be made available through the DMS (Document Management System) Software.
2. Accessibility and Availability - The DMS would make the record in the hospitals more accessible to end users, within the ECDoH. Users can search the documents through metadata. This will greatly improve the speed and convenience of accessing the documents and information held by the hospitals.
3. Enhance Searchability - All records would be linked based on a Unique patient identifier making a tremendous amount of data easily available on any subject matter.
4. Digitized records and electronically capturing of data would enable the hospitals to:
    - Digitizing and indexing of documents through Document Management
    - System and accessing the same as and when required
    - Digitization of patient records and its retrieval to provide better services to the patients.

B. Overview and History

- History of the organization (1 – 2 paragraphs)

ECDOH is made up of former Transkei, Ciskei and Cape Provincial administration (CPA). ECDOH still has large piles of records dating back from the time of those 3 different administrators,

These records, together with those of the current administration are kept and occupy large space which could have been used productively.

This has been largely due to the absence of a systematic recording, management, disposal and archiving programme which forms an integral part of records management.

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ECDOH Records Management policy is guided by National and Provincial Archives, Records Services Act and Promotion of Access to Information Act.

Poor management of records continues to expose CDOH to litigations risks.

II. Scope of the Proposal

Scope of the proposal entails decanting, archiving, digitization/scanning, indexing of patient's records in high risk operations (Maternity and other Medico-legal records) and provision of off-site records storage for the Eastern Cape Department of Health for 26 highly litigated hospital for the period of 3 years.

1. Format and size of records

I- 0

All scanned images must be the size of the original document

2. Estimated records

Records for off-site storage 780 000 boxes

Lowest estimate 520 000

Highest estimate 780 000 boxes

3. Scope of work (Decanting and Archiving)

a. The service provider must provide off-site storage facilities in 4 regions (Nelson Mandela Metro, Buffalo City Metro, Chris Hani District and OR Tambo.
b. The commercial storage facility must comply with all archival requirements.
c. The service provider must provide personnel for decanting of records rooms under the supervision and/or guidance of the departmental official (head of patient administration) in each site/hospital.
d. Records identified to have archival value and earmarked for scanning must be transported to the scanning site by the service provider

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e. The service provider must pack the records in boxes
f. Service provider must provide all relevant packaging material for example boxes, labels, barcodes etc
g. The service provider must provide all necessary equipment, hardware, software and personnel required to facilitate the take on
h. Service provider must provide the department with a verified list in hard copy and electronic format of records packed in boxes ready to be transported and transferred to the off-site storage facilities
i. Quality assurance must be built on all processes
j. Requested records and/or information (hard copy) from the off-site storage must be provided within 48 hours from the time of request
k. Copy of digitized material must be provided within 24 hours from the time of request
l. As part of the arrangement and description at the off-site storage facility the principle of provenance and original order (records be stored or kept according to hospitals from which they were taken) must be maintained. Records from one hospital should not be mixed with records of the other hospital.

4. Retention Period

a. Decanting will be guided by Eastern Cape Department of Health protocols.
b. All medical records/patient files that are 6 years after they became dormant will be extracted from active records, captured on an excel spread sheet, packed on archival boxes in a systematic manner and transferred to an off-site storage facility.
c. Box files and personnel will be provided by the service provider.

5. Off-Site Storage Requirements

a. A solid structure with good floor-loading (weight-bearing) capability.
b. Floors should be solid concrete covered with a washable, non-toxic anti-dust coating.
c. Floors must be able to support about 1200kg per square meter of the standard 2.2m non-mobile shelving
d. It must not be a flat roof which are prone to leaking.
e. No water pipes should pass through or above the storage area.
f. Storage rooms to be fitted with an automatic fire detection equipment.
g. The detection system should be linked to a fire extinguishing system.
h. Hand-held fire extinguishers which are checked regularly should be available throughout the building.
i. The storage facility should be fitted with shelving made of non-combustible material e.g enamel coated steel.
j. It is advisable to install adjustable shelving to maximize shelf utilization.
k. The ceiling should be about 2.2m above the floor.

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l. Wooden shelves are not allowed.
m. Windows should be fitted with blinds to avoid direct sunlight and have theft protection e.g burglar bars.
n. Florescent lights emitting a reduced amount of ultraviolet radiation and heat should be installed.
o. For paper records, temperature should be 15 to 21 degree Celsius and humidity 50 – 55%.
p. The area must be fumigated regularly to protect records against various perils e.g pests, cockroaches, rodents like rats and mice.

6. SCOPE OF WORK – SCANNING/DIGITISATION OF RECORDS

a. The scanning/digitization project should take place off-site at the appointed service provider's site preferable within Eastern Cape, unless a special request is made that the scanning project take place at the hospital where records have been generated.
b. The service provider should use a high-quality scanner/ digital equipment to ensure that high quality images that are acceptable and readable to the Eastern Cape Department of Health.
c. Scan/ digitize all identified clinical patient records estimated to about 1 300 000 million
d. Service provider to provide personnel for scanning/ digitization project
e. The service provider must create digital surrogates for facilitating access and reproduction
f. All digital images should be legible and at least readable as the original record and /or document from which they are derived.
g. All images should be viewed immediately after scanning and printed when it is necessary to do so to ensure quality of the product
h. All scanned images must be the size of the original document
i. The service provider must capture the appropriate metadata to provide context to the individual document.
j. The service provider must ensure that scanned images are legally admissible with evidential weight in the event of the original paper document is destroyed
k. Index contents e.g Vital signs, nurse's notes, doctor's notes, blood results, prescription)
l. File capture fields required will be name, surname, identity number and folder number
m. The service provider to establish scanning/digitization units at strategic points to be identified by the department in each of the 26 hospitals
n. The department to do in loco inspection on the site/s where the preferred bidder had done similar projects.
o. The outcome of the loco inspection may positively or negatively influence the outcome of the bid evaluation.

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7. PROPOSED STEPS/PROCESS FLOWS FOR SERVICE PROVIDER TO UNDERTAKE

7.1 Prepping Station

1. Folders taken from "TO BE PROCESSED AREA"
2. Classify and/or categories according to record type
3. Prep folder content (remove paper clips etc)
4. Sort folder content
5. Count pages in the folder/episode
6. Pass prepped folder to the scanning area

7.2 Scanning Station

1. Start scanning folder contents
2. Scanning of documents (TIFF, PDF format etc)
3. Scan setting must be set to 200dpi (black and white-default) and 100 dpi (grey scale – only for unclear pages and where required
4. Ensure that all pages are scanned correctly
5. Physical file reconstruction (Return the file to the original order and condition)
6. Pass folder to INDEXING AREA

7.3 Indexing Station

1. Import folder/batch
2. Verify details
3. Index in accordance to metadata once images are in good quality
4. Index contents e.g Vital signs, nurses notes, doctors' notes, blood results, prescription) to ensure easy retrieval from the electronic system
5. Upload documents to Records Management Software

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6. Place folders in "TO BE FILED AREA"

6.4 Quality Assurance Process

1. Select folder from " TO BE FILED AREA"
2. QA content on the system versus physical content
3. Folder filed in the original/mother folder
4. Return files to the off-site storage and/ or facilities

6.5 Reporting

Service Provider to report on:

1. Scanned pages (system generated report)
2. Completed scanned files
3. Remaining files to be scanned
4. Updated weekly project plan
5. Overall view on project status
6. Exception reports (where applicable)

7. Scope of work – Records Management Software

1. The records management software must be able to provide the following functionalities
2. Images scanned directly to Records Management Software
3. Must have indexing functionalities
4. Restrict user access based on job grade
5. Must have built-in audit trail functionality
6. Documents easily located through search functionality
7. Authorized user to email documents directly from Records Management Software
8. Crate audit basket for audit purposes

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8 Additional Process Information

No Eastern Cape Department of Health staff will be used for service provider operational activities

1. Files being used by the service provider can only be out of circulation for a maximum of 5 days
2. Service Provider to comply with provision of PAIA and POPI Acts
3. Service Provider to sign a Non – Disclosure Agreement
4. Service provider must report on project status to the Eastern Cape Department of Health Project Manager
5. Bidders must make presentation to the specification committee

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III. Instructions for Responding

A. Selection Process and Timetable

This Request for Proposal (EOI) represents a significant opportunity to enter into a strategic partnership with Eastern Cape Department of Health. The EOI will assist in identifying and selecting preferred healthcare IT companies with systems capable of delivering the highest level of support in the most cost-effective and efficient manner possible. The intent of this EOI is to communicate the IT requirements to a pre-screened select number of companies in a manner that enables each company to prepare an acceptable thorough response. These responses will assist the Eastern Cape Department of Health in making such selection.

ECDOH will review and evaluate the submitted proposals. Suppliers will be kept informed of their status throughout the evaluation process and Suppliers whose proposals meet the evaluation criteria will be invited to demonstrate their proposed system solutions. Demonstrations will be held onsite as described in Section III-J.

Table 2.1 `

Task	Date
Distribute EOI	
Submit EOI Questions via Email	
Responses to EOI Questions	
EOI Responses Due	
Notification of Short List Selection & Invitation to Onsite Demonstration / Guidelines	
Conduct Onsite Demonstrations	
Select Supplier of Choice	

ECDOH reserves the right to request site visits to representative Supplier clients as part of the contractual negotiation and agreement phase.

Proposals must be submitted on or before 11H00 on the 22 February 2019 at:

Supply Chain Management Unit

Department of Health

Ground Floor - Global Life Building,

Phalo Avenue, Bhisho.

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B. Proposal Submission

Your response to this EOI should be submitted in accordance with the schedule above, and should include the following components:

1. The completed Supplier Response section, including:
    1) Responses to general, functional, operational and technical requirements
    2) Requested Project Cost information
    3) Requested Project Staffing information
    4) Company information
    5) Authorized signature
2. A hard copy of your latest annual report or any published financial information available.
3. Noted exceptions to any contents of this EOI, which should be included as a separate section in your response. Your exceptions, if any, should indicate the EOI section number and include a clear statement as to your company's position on the subject / issue. The exceptions may or may not exclude a respondent from consideration.

C. Proposal Conditions

- All pages of your response should clearly include your company's name, the date of your proposal, and the question it is addressing.
- You should respond to **all items** in the EOI as thoroughly as possible. Statements such as "all reasonable effort to provide" must be avoided. Unclear or ambiguous answers will negatively affect your proposal and will be cause for disqualification.
- Unless a question is specifically about future vision or product plans, only functionality that is in generally available release should be included in the question responses and functionality descriptions.
- Because this document solicits multiple solutions in different settings, it should be assumed that each requirement listed is not applicable to every solution. However, every requirement must be addressed. Inability to meet any specified requirement must be so stated and thoroughly explained. If the explanation includes alternative solutions, please specify.
- ECDOH expects to have additional functionality questions or clarifying questions after the proposal is submitted. Supplier should be prepared to answer follow-up questions with written responses and/or demonstrate functionality as part of a presentation.
- Your proposal must be signed by a representative authorized to bind your company. This signature should be included in the submission sent back to us by the date outlined in the table.
- By the issuance of the EOI, the ECDOH is not obligated to award a contract. ECDOH maintains the right to accept any or all or reject any, all, or part of the proposal.

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- ECDOH shall not be responsible for any costs involved in the preparation of proposals, their presentation, or site visits. No Supplier awarded a contract as a result of this EOI may charge any costs associated with preparing or presenting the proposal back to the ECDOH at any time.
- No part of this EOI will become part of any final agreement between the ECDOH, and Supplier unless specifically incorporated into a final written agreement. Any or all contents of your proposal may become part of a final agreement as determined by the ECDOH.

D. Communication / Questions and Answers

Questions should be submitted via email to:

[Zukile Manyela]
[0406085665]
[zukile.manyela@echealth.gov.za]

In an effort to provide direct and consistent information and feedback, the ECDOH leadership will be following pre-established ground rules not to participate in discussion regarding this EOI outside of this process. Attempts to communicate directly with the ECDOH employees will affect the evaluation of your company's proposal. Please respect this protocol.

E. Submission Deadline

Proposals must be submitted on or before 11H00 on the [enter date] at

Supply Chain Management Unit

Department of Health

Ground Floor - Global Life Building,

Phalo Avenue

Bhisho.

F. Proposal Duration

All prices, terms, and conditions quoted in the Supplier's proposal or negotiated thereafter must remain firm for a minimum period of (120 DAYS) from the ECDOH receipt thereof.

G. Confidentiality

This request for proposal, and the information contained herein, belong to the ECDOH and are considered confidential business information of the ECDOH. The information is intended only for your company's use in preparing a response to this Request for Proposal, and may not be communicated to

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any other parties, either internally or externally, that are not directly involved in preparing your company's response.

H. Notifications

Suppliers may be contacted for additional information or clarification of proposals following submission. After the receipt of all Supplier proposals that meet the above deadline, a "short list" will be created, of which the included Suppliers will be notified to continue in the selection process and present onsite product demonstrations. Following the onsite demonstrations each Supplier will again be notified of the final decisions.

I. Evaluation Criteria

ECDOH will evaluate all proposals submitted as described above in accordance with selection criteria deemed critical to the success of this initiative. The ECDOH reserves the right to (1) reject any or all proposals, and (2) waive formalities and irregularities in proposals received.

The selection of a Supplier by the ECDOH under this EOI will be based upon some, or all, of the following criteria (not necessarily in the following order or priority).

- **Track Record of Successful Implementation and Satisfied Customers** – as evaluated through reference checks, industry ratings, and site visits as deemed necessary by the ECDOH.
- **Demonstrated Ability to meet ECDOH needs and Demonstrates the Continuity of the Patient Records**.
- **Investment Requirements** – total cost of ownership including.
- **Logical and Straightforward Implementation, Training, and Data Conversion Plans** – overall solution and proven ability to manage implementation within specified timeframe and cost parameters.
- **Technical Foundation** – use of industry-standard architectures and platforms; maintenance and monitoring requirements, compatible with client technologies.
- **Support and Upgrade Processes** – ease of product support; plans for system upgrades and associated downtime.
- **History and Future Focus** – Suppliers' history of success; product lifecycle and roadmap; future development plans.
- **Evaluation Against Requirements** – evaluation against the requirements as outlined through this EOI, and exhibition of capabilities in proposal and demonstration.
- **Demonstration Evaluation based on use cases provided by the** ECDOH **as well as ability for Supplier to show how their solution will meet** ECDOH **requirements in an integrated fashion.**
- **No. of Digitization projects of records completed during last 5 years** i.e. between 1 March, 2009 till the date of Submission of Bid.

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- **Local Economic Development** (participation), in line with all National Treasury Regulations
- **Key Personnel Deployed for the assignment (Team Leader/Project Manager and other key experts proposed, and their respective time committed for the said project.**

The ECDOH reserves the right to make an award solely based on the proposals submitted, or to selectively negotiate with one or more Suppliers on any or all parts of their proposal after its submission. The companies entering into negotiations with any Supplier participating in this EOI shall not require the ECDOH to negotiate separately with the other Supplier.

J. Onsite Demonstrations

The ECDOH will request Supplier demonstrations of Suppliers whose proposed solution meets the ECDOH's EOI evaluation criteria. Supplier demonstrations of application functionality, integration, and technology will be performed at Suppliers site of choice and Suppliers will be requested to perform or display a number of scenarios and use cases designed to test key functions and Supplier responses to the EOI.

Supplier demonstration agenda and specific dates will be finalized based on the responses to this EOI, and demonstration instructions and schedules will be delivered separately.

The Supplier demonstrations are an integral part in the decision-making process for physicians, clinicians, and department leaders. The demonstration format and timing is designed to give key stakeholders ample opportunities to see the proposed solution and ask detailed questions.

Please be prepared to have available resources onsite if selected for the onsite demonstrations.

K. Reference Calls

Supplier's response must include a list of appropriate references along with contact information. If chosen to do so, reference calls will commence following the onsite demonstrations prior to the Supplier of choice decision.

The following information should be supplied along with the Supplier's response:

1) Organization Name
2) Organization Address
3) Number / Size / Type of Facilities
4) Names of Applications Installed
5) Application Go-Live Dates
6) Previous System Environment
7) CFO / CIO or Clinical Officer (include names and contact info)
8) Executive Project Sponsor

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IV. Volumes and Metrics

A. Current Volumes

- Estimated records:

Records for off-site storage 780 000 boxes
Lowest estimate 520 000
Highest estimate 780 000

Each Patient record estimated to be 70 pages on average

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I. Requirements

This section presents questions related to the design and operational aspects of the system.

General requirements and Technical Requirement questions, please answer each question completely, concisely, and accurately. For questions related to any requirements please provide a separate table, include the requirement number, and reiterate the original requirement in question

In the Annexures A and B that accompanied this EOI, (table provided) please rate your responses by marking with an "X" where applicable and provide a remark to substantiate your choice of compliance in the space for remark.

Technical or promotional materials may be referenced as attachments or appendices but are not to be used in lieu of answering the question. Do not include these materials in the body of the response.

A. General Requirements and Vision

Please describe the following:

1. Your company's background, industry experience, and solution development strategy.
2. Your company's commitment and approach to develop and provide software that is keeping pace with the ongoing and rapid changes in (List items strategically important to your organization).
3. Your plans for the ongoing development of the proposed system to include enhancements and additional functionality.
4. Any toolkits incorporated into your system to maximize flexibility and simplify configuration.
5. Any experience your company has with other clients both public and private organizations.
6. Your system's ease of use capabilities and support structure, including online help and documentation.

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B: Technical Specifications for Scanning and Imaging

Mandatory Questions

Question 1: Based on the processing needs described in the EOI, please describe your solution's hardware footprint and ability to scale should processing needs increase? Do you have benchmark data available?

Question 2: What is your solution's ability to address custom and potentially complex and ever-changing imaging workflows?

Question 3: What OCR (Optical Character Recognition) technologies does your solution offer, where is it sourced from (e.g. what 3rd Party) and how will it meet the needs of this EOI?

Question 4: Does your solution provide advanced learning capabilities both at project design time as well as while in production? Please describe in detail how this works.

Question 5: Please describe what other advanced document processing functionality your software provides.

Failure to clearly answer every requirement included in this appendix may cause you to be disqualified from this process.

C: Functional and Technical requirements

Annexures **B** lists specific system functionality and technical requirements and/or questions required to support the ECDOH. For each functionality item, please rate your responses by marking with an "X" where applicable and provide a remark to substantiate your choice of compliance in the space for remark.

Failure to clearly answer every requirement included in this appendix may cause you to be disqualified from this process.

II. Source of Applications

For any of the applications and modules being proposed as part of the solution, please note if they are either a) obtained by Supplier from a third party or required/suggested to be obtained by the ECDOH from a third party, or b) if they are not part of the common database structure and are incorporated by way of interface or other means.

III. Project Cost

The cost section of the proposal may be separated to show one-time costs, implementation / installation costs, and recurring costs. Please list software costs by module / application. The proposal needs to

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clearly define ***all*** costs expected to be incurred by the ECDOH during implementation and throughout a five-year term.

The following is a summary of the cost details required:

A. **System Hardware Purchase Costs:** System hardware costs are defined as costs to purchase the hardware required with listed configuration, based on current and future growth projections to install and run the system you are proposing. Suppliers are expected to include adequate costs for high-availability environment, development/test/training environment appropriate to the ECDOH's size and the proposed implementation schedule, and server capacity needed to accommodate specified database and reporting requirements. Costs should include both purchased and leased options, where applicable.

B. **System Software Costs:** System software costs are defined as costs to purchase or license the software required with listed hardware configuration, based on current and future growth projections to install and run the system(s) you are proposing. Optional system software the Supplier reasonably anticipates may be desirable to the ECDOH may be listed in a separate version of the table below and specifically labelled as optional systems software. Costs should include both purchased and leased options, where applicable.

C. **Interfaces and Conversions:** Interface and conversion costs are those costs anticipated to transition from the current environment to the new systems, replace existing interfaces and/or new interfaces anticipated to be necessary to support the functionality specified in the scope and vision sections of the EOI. Optional interfaces and conversions the Supplier reasonably anticipates may be desirable to the ECDOH may be listed and specifically labelled as optional interfaces and conversions.

D. **Implementation and Training Costs:** Implementation and training costs are those costs that accompany the purchase and installation of the proposed solution. It includes testing, start-up, training, help documentation, and supplies.

E. **Summary of Costs:** A table is provided to summarize the above totals, as well as the five-year cost to operate the proposed solutions/configurations. Please include breakout of costs of module versus enterprise license.

F. **Change Management Costs**

IV. Project Staffing

Suppliers to include staffing requirements necessary for the proposed solution. Please detail any ECDOH and Supplier staffing that will be needed to support project implementation as well as staffing for ongoing support and upgrades post-live.

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V. Company Information

Please complete all applicable sections below as clearly and completely as possible.

A. General Information

1. Please provide complete contact information including Full Company Name, Corporate Headquarters location, address, phone, fax, and primary contact name and e-mail address.

2. Please indicate the appropriate day-to-day contact personnel for inquiries related to this EOI or any subsequent discussions.

3. Please provide a copy of your most recent annual report along with this EOI or provide any published financial information available.

4. Please define your company's geographic scope of operations.

5. Describe your firm's approach to quality and data integrity regarding the information and services you provide. Denote any quality awards of significance achieved and when.

6. Describe how your company manages workload peaks from a resource perspective. How can the ECDOH be assured that the right quantity of skilled resources will be available for peak implementation periods, such as testing and go live? Does your company contract with third parties for resource assistance during peak periods?

7. Please provide your firm's overall revenues for the last three years (and explain any significant variances.)

8. In what year was your firm founded and how many years has your firm been providing related services?

B. Service Offerings

1. Please describe your firm's focus and core competencies. Please include a complete listing of products and solutions your company offers to their customers.

2. What distinguishes your company's capabilities from other firms in your industry? How do you compete with your nearest competitor in the market?

3. Similarly, please note in your proposal if ECDOH should be aware of any value adds that the proposed solution will provide beyond the specific requirements outlined in this EOI.

4. What proprietary tools and/or methodologies does your firm use? How are these tools and/or methodologies superior to those of other firms within your industry?

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C. Operating Philosophy

1. Intellectual property created in company / affiliate projects is a source of competitive advantage to ECDOH. What is your firm's practice regarding the ownership rights to knowledge created in the course of an engagement paid for by your clients?

2. The ECDOH expect that the scope of engagements will be agreed formally at the inception of an engagement and will not be altered without mutual written agreement. What practices do you utilize to manage project scope?

3. What is your firm's practice regarding the measurement of project success and/or client satisfaction?

4. What is your firm's practice regarding pricing structures and discounts offered to clients? Does your firm provide value added services that may affect pricing structures? If so, please describe them.

5. Please attach the proposed terms of the contract including but not limited to renewal, points of review, resolution of disputes, requirements of team makeup, process for altering the agreement, governance of the contract and the structure of the agreement.

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SBD 4

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state[1], or persons having a kinship with persons employed by the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid (includes an advertised competitive bid, a limited bid, a proposal or written price quotation). In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons employed by the state, or to persons connected with or related to them, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where-

   - the bidder is employed by the state; and/or

   - the legal person on whose behalf the bidding document is signed, has a relationship with persons/a person who are/is involved in the evaluation and or adjudication of the bid(s), or where it is known that such a relationship exists between the person or persons for or on whose behalf the declarant acts and persons who are involved with the evaluation and or adjudication of the bid.

2. **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

2.1 Full Name of bidder or his or her representative:

.....

2.2 Identity Number:.....

2.3 Position occupied in the Company (director, trustee, shareholder[2], member):

.....

2.4 Registration number of company, enterprise, close corporation, partnership agreement or trust:
.....

2.5 Tax Reference Number: .....

2.6 VAT Registration Number: .....

2.6.1 The names of all directors / trustees / shareholders / members, their individual identity numbers, tax reference numbers and, if applicable, employee / PERSAL numbers must be indicated in paragraph 3 below.

[1]"State" means –

(a) any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No. 1 of 1999);
(b) any municipality or municipal entity;
(c) provincial legislature;
(d) national Assembly or the national Council of provinces; or
(e) Parliament.

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[2]"Shareholder" means a person who owns shares in the company and is actively involved in the management of the enterprise or business and exercises control over the enterprise.

2.7 Are you or any person connected with the bidder presently employed by the state? **YES / NO**

2.7.1 If so, furnish the following particulars:

Name of person / director / trustee / shareholder/ member:

.....

Name of state institution at which you or the person connected to the bidder is employed :

.....

Position occupied in the state institution:

.....

Any other particulars:

.....

.....

.....

2.7.2 If you are presently employed by the state, did you obtain the appropriate authority to undertake remunerative work outside employment in the public sector? **YES / NO**

2.7.2.1 If yes, did you attach proof of such authority to the bid document? **YES / NO**

(Note: Failure to submit proof of such authority, where applicable, may result in the disqualification of the bid.

2.7.2.2 If no, furnish reasons for non-submission of such proof:

.....

.....

.....

2.8 Did you or your spouse, or any of the company's directors / trustees / shareholders / members or their spouses conduct business with the state in the previous twelve months? **YES / NO**

2.8.1 If so, furnish particulars:

.....

.....

.....

2.9 Do you, or any person connected with the bidder, have **YES / NO**

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any relationship (family, friend, other) with a person employed by the state and who may be involved with the evaluation and or adjudication of this bid?

2.9.1 If so, furnish particulars.

.....
.....
.....

2.10 Are you, or any person connected with the bidder, aware of any relationship (family, friend, other) between any other bidder and any person employed by the state who may be involved with the evaluation and or adjudication of this bid? **YES/NO**

2.10.1 If so, furnish particulars.

.....
.....
.....

2.11 Do you or any of the directors / trustees / shareholders / members of the company have any interest in any other related companies whether or not they are bidding for this contract? **YES/NO**

2.11.1 If so, furnish particulars:

.....
.....
.....

3 Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	Personal Income Tax Reference Number	State Employee Number / Persal Number

	Signature	Date
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4 DECLARATION

I, THE UNDERSIGNED (NAME).....

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

	Signature	Date
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SBD 9

CERTIFICATE OF INDEPENDENT BID DETERMINATION

1 This Standard Bidding Document (SBD) must form part of all bids[1] invited.

2 Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).[2] Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

3 Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorizes accounting officers and accounting authorities to:

a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.

b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.

4 This SBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

5 In order to give effect to the above, the attached Certificate of Bid Determination (SBD 9) must be completed and submitted with the bid:

[1] Includes price quotations, advertised competitive bids, limited bids and proposals.

[2] Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

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SBD 9

CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid:

_____

(Bid Number and Description)

in response to the invitation for the bid made by:

_____

(Name of Institution)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:

(Name of Bidder)

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign the bid, on behalf of the bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:

   (a) has been requested to submit a bid in response to this bid invitation;
   (b) could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and
   (c) provides the same goods and services as the bidder and/or is in the same line of business as the bidder

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6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However communication between partners in a joint venture or consortium[3] will not be construed as collusive bidding.
7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
   (a) prices;
   (b) geographical area where product or service will be rendered (market allocation)
   (c) methods, factors or formulas used to calculate prices;
   (d) the intention or decision to submit or not to submit, a bid;
   (e) the submission of a bid which does not meet the specifications and conditions of the bid; or
   (f) bidding with the intention not to win the bid.
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.
9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

[3] Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

SBD 9

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal

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investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

....

Signature Date

....

Position Name of Bidder

	Signature	Date
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