

Procurement Ref. No. SC/RP/RFA – 08/2022

Provision of Consultancy Services for Supply, Delivery, and Implementation of an Electronic Document and Records Management System (EDRMS)

NOTICE TO TENDERERS No.1

This notice to Tenderers No. 1 forms an integral part of the bid/ tender SC/RP/RFA – 08/2022 documents and takes precedence.

Tenderers are required to acknowledge receipt of this Notice to Tenderers No.1 in writing on the attached Acknowledgement of Receipt form via sending an email to procurement@rfanam.com.na.

NOTE:

This notice serves as a clarification on the questions received from potential bidders during the Bid Clarification Meeting of 4th August 2022 and subsequent emails received as at 8th August 2022.

NB: A signed copy of this notice must be attached to the technical proposal which you submit on the closing day of this tender.

QUESTIONS:

Question 1

Are there a specific number of users to be accommodated in terms of this procurement – how many will use the system?

RFA Response

RFA have a staff compliment of 160 users.

Question 2

Is the service provider (supplier) required to scan all the documents that are in paper format into the EDRMS system? And what are the volumes, this will be a requirement in terms of planning and proposal.

RFA Response

Yes, the service provider is required to scan the documents, but only documents for 1 year or current financial year, all other archived documents will be retrieved manually.

Question 3

Is there a preference for the type of platform/application to use for EDRMS, is it going to be on-site, or can it be on the cloud as well?

RFA Response

The RFA didn't specify a preference in the TOR because the RFA will make a determination based on the best technical response that meets the RFA functional requirements. Bidders are required to provide a proposal which they believe is the best solution for the RFA, based on your expertise.

Question 4

What Environment are you using, and what is the system operation?

RFA Response

Predominantly windows environment, server 2012 and higher on top of VMware ESXI 6.5.

Question 5

Is the Hardware required to be used in this project specified in the tender document, or will the service provider be required to specify the hardware requirement specifications?

RFA Response

The RFA requires that the service provider must specify what hardware (and specifications) will be required for the implementation and conclusion of this project.

Question 6

The demonstration requirement, when will it take place? Is it applicable to every bidder in terms of the technical evaluation?

RFA Response

Yes, the demonstration requirement is part of the technical evaluation for every bidder, the RFA will communicate with each individual bidder to schedule when the demonstration will be done with each individual bidder. The aim is to confirm the bidder's responsiveness on the functional requirements.

Question 7

On the duration of the project, is it from start to finish limited to only 16-months, or what is the duration of the project in terms of the entire implementation of the project?

RFA Response

16 Months will be from signing of the contract until full completion of the project. I.e., entire project duration.

Question 8

What type of ERP system is in place at the RFA?

RFA Response

Oracle EBS Suite on Premises ERP System

Question 9

Must the data remain on the premises, or can it be cloud-based? This is a very component to know in terms of the proposals.

RFA Response

See Question 3 Answer

Question 10

With regards to hardware and the scanning of the documents, how many scanners will be needed.

RFA Response

Five (5) OCR scanners

Question 11

The software, must it be a desktop application, or can it be cloud-based?

RFA Response

See Question 3 Answer.

Question 12

In terms of the EDRMS, can we have information on the preference of the RFA in terms of printers and scanners, also what has the RFA liked to work with in terms of the specifications of these scanners and printers.

RFA Response

The service provider should propose the appropriate scanner/s. Total of 5 will be required. No printers will be required at this stage.

Question 13

What is the volume of the work, in terms of the 16-month project duration limitation, because, in terms of the entire implementation, it may be difficult to determine the efficiency of the time available if we do not know the volumes of the work?

RFA Response

RFA has less than 30 forms that we intent to make electronic through the ERDMS project implementation, scanning of 1 year documentation of the same forms and other relevant documents, and the ERDMS implementation.

Question 14

Should we expect that training will be included in the 16-month implementation period?

RFA Response

Yes, training will have to be given to the end users throughout the project implementation and must be included in the proposals of the bidders.

Question 15

Is the scanning of the documents a migration or a new system?

RFA Response

The RFA does not have a legacy ERDMS that would require migration. It will be an implementation of a new system.

Question 16

Can we have the list of the systems with which the proposed EDRMS system should be able to integrate with?

RFA Response

- Oracle ERP EBS
- Office 365
- M-files
- Convene Boardroom Solutions
- Website and Intranet
- Mobile phones (Android/IOS)

Question 17

There is mention of “workflow” solution in the Terms of Reference, what does the RFA mean by this?

RFA Response

This has reference to electronic document approvals, delegation or access requests if needed.

Question 18

The type of software license, must it be a renewable license, or must it be a perpetual license?

RFA Response

The service provider can propose options for the RFA to consider

Question 19

Software Demonstration - Bidder must provide a demonstration to the RFA at the RFA premises as part of the technical evaluation and will be scored accordingly.

What exactly should we prepare for this and what is the date for this to be ready? During the evaluation phase - date not yet communicated.

RFA Response

The demonstration should focus on the functional requirements sent out as part of the TOR. Refer also to question 6 above.

Question 20

The duration shall be for 16 months, so we have 16 months from start of project to completion and handover. Any idea when do you plan to start with this project?

RFA Response

The project is expected to start mid-September 2022.

Question 21

Review document and record management policies and guidelines. How many documents are these that we need to review and how many pages per document? (more or less to work out time needed to review)

RFA Response

One policy document, +- 30 pages

Question 22

Non-Electronic Records - Do you plan on managing the hard copies onsite?

RFA Response

RFA has a service provider who manages non-electronic documents. The non-electronic documents are archived as per the National Archive Act.

Question 23

RFA Consists of the following Divisions: 6 Divisions - staff compliment 160 - Would it be possible to define roles.

- a) Are all of them going to access the system?
- b) Who will need Read Only Access?
- c) Who will need Read and Write Access?
- d) Who will need full access to the system?
- e) Are all of these users situated in Windhoek or will some have to access the system via web?

RFA Response

- a) Yes
- b) 130
- c) 20
- d) 10
- e) RFA have VPN links to all remote sites that link them to all local area network.

Question 24

Do all offices have networking?

- a) Is there requirement to supply networking and to how many offices?
- b) Is any additional network related hardware required?
- c) Is additional computers or laptops required and how many of each?

RFA Response

Yes, all offices have networking. No additional laptops or computers will be required.

Question 25

Is there a need for shredders at offices? If so what is the volume and how many shredders

RFA Response

There is no need for shredding or shredders

Question 26

Will there be printing done at the offices?

- a. What is the volume?
- b. How many printers are needed?
- c. Is it a requirement that these daily prints be archived?

RFA Response

There will be no need to supply printers

Question 27

Back up (DR site)

- a. What do they have in place?
- b. What are requirements if additional hardware is required?

RFA Response

The service provider will be required to propose a standalone backup solution. It is not a requirement to propose a full DR/ Failover (to DR site) solution at this stage. However, a backup solution must be proposed.

Question 28

Is current file plan still valid reference to approved plan on valid for 2 to 3 years? Road Fund Administration File plan Doc Page 1 point 3 (d)

RFA Response

Yes, the file plan is still valid. The provision speaks to how long file plan must be in place for once implemented before alterations/additions may be made.

Question 29

Page 16 - Refer to attached File Plan - nothing attached - will this document be shared with the bidders?

RFA Response

The File Plan was sent to all potential bidders together with two attachments, one being the File Plan, and the other being the EDRMS Functional Specifications, these are all important documents part of the TOR, they must be used together as a holistic bid document.

Question 30

Page 16 - Scan and import all physical company documents onto EDRMS and arrange according to the file plan number. - We need volumes to be able to do the cost proposal. What are the volumes you plan to scan?

1) Backlog

- How many files will be scanned?
- If possible kindly indicate the type of files (lever arch files etc.)
- If RFA can give an estimate of pages per file type.
- how many pages percentage of double sided or one sided?

2) Ongoing scanning - how many pages percentage of double sided or one sided?

- How many files will be scanned?
- If possible kindly indicate the type of files (lever arch files etc.)
- If RFA can give an estimate of pages per file type.
- how many pages percentage of double sided or one sided?

RFA Response

Refer to Question 2, however the RFA cannot give volumes, how many files, etc. Potential Bidders must consider the magnitude of the RFA and possibly your previous historical experience to gage the possible work and resources involved.

Question 31

Do you require a 2-tiered EDRMS system with DEV and PROD or a three-tiered environment with DEV, QA, and PROD? Or others?

RFA Response

Refer to question 3.

Question 32

With regards to the EDRMS Functional Specifications Document (page 22) - Which systems or applications and application versions are meant in 5.1, 5.2 and 5.3 to integrate with?

RFA Response

With regards to these components, including 5.4, we rely on the expert advice of the bidders, include what you think is the solution to address these concerns.

Question 33

Regarding 6.1 customized contracts management solution: Do you require functionality to govern the creation process of contracts and involvements of different user groups in this creation process?

RFA Response

The EDRMS solution that you propose must make provision for the customisation or add-on/plug-in to cater for a contract management features and support workflow.

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ACKNOWLEDGEMENT OF RECEIPT FORM
OF
NOTICE TO TENDERERS NO. 1

I herewith acknowledge receipt of this Notice to Tenderers No. 1 for the above-mentioned bid/tender.

Received via:

Facsimile

E-mail

Other _____

Name of Authorized Tenderer's Representative

Signature of Authorized Tenderer's Representative

Name of Company/Tenderer

Date