

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028



TENDER NO RFP-RF-006-2025/26

PROVISION OF ENTERPRISE CONTENT MANAGEMENT SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE, AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028.

INVITATION DATE	: 05 June 2026
COMPULSORY BRIEFING SESSION	: YES (Virtual)
BRIEFING DATE	: 12 June 2026
TIME	: 10h00

RFP CLOSING DATE & TIME	: 26 June 2026 at 16H00
RFP VALIDITY	: 120 CALENDAR DAYS

TENDERER'S NAME : _____

MAILING ADDRESS : _____

TELEPHONE NUMBER : _____

I certify that this RFP is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a RFP for the same materials, supplies or equipment and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this RFP and certify that I am authorised to sign this tender.

AUTHORISED SIGNATURE

PRINT NAME

Sealed documents marked RFP-RF-006-2025/26 - PROVISION OF ENTERPRISE CONTENT MANAGEMENT SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE, AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028. Must be physically submitted to the tender box situated in the Rainprop Office (Block B, dtic Campus) before stipulated time.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

1. RFP NOTICE AND INVITATION TO TENDER

Rainprop RF (Pty) Ltd, as the Concessionaire, hereby invites Tenderers to RFP for:

PROVISION OF ENTERPRISE CONTENT MANAGEMENT SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE, AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028.

The RFP documents are available upon request from sisonke@rainprop.co.za.

Queries relating to the issue of these documents shall be addressed to the Employer's Representative:

Representative to whom Procurement Enquiries must be addressed	Name: Sisonke Ngqasa Email address: sisonke@rainprop.co.za (All enquires must be in writing)
Representative to whom Technical Enquiries must be addressed	Name: Khaya Ncwana Email address: khaya@rainprop.co.za (All enquires must be in writing)

The closing venue and time for receipt of tenders is:

Place: Rainprop (Pty) Ltd 77 Meintjies Street, Rainprop – Tender Box, Block B (Internet Café)
Date: 26 June 2026
Time: 16H00

Late tenders will not be accepted.

Tenders must only be submitted on the RFP documentation that is issued. Requirements for sealing, addressing, delivery, opening and assessment of tenders are stated in the RFP Data.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

2. RFP DATA AND EVALUATION CRITERIA

RFP DATA AND EVALUATION CRITERIA	
GENERAL	
Actions	
The Employer is the RAINPROP RF (Pty) Ltd	
RFP Documents	
The RFP documents issued by the Employer comprise of the documents as listed on the Contents Page. Other documents as referenced in this RFP document	
Communication and Employer's Agent	
Tenderers are to refer to 1. RFP Notice and Invitation to Tender, for the contact details to whom queries are to be addressed.	
Cancellation and Re-Invitation of Tenders	
The Employer reserves the right to: • Not appoint the tenderer who has submitted the lowest tendered amount. • Award parts of this RFP to different Tenderers. • Make no award and withdraw and/or cancel the RFP at its discretion. • Not award to the highest point scorer, subject to financial viability and security vetting objective criteria being complied with.	
TENDERER'S OBLIGATIONS	
Eligibility	
The Employer will only contract with those Tenderers who satisfy the following criteria: 1. South African Revenue Service (SARS) Tax Compliance Requirements - It is a condition of the RFP that the taxes of the successful Tenderer must be in order with SARS. 1.1. The Valid Tax Compliance PIN Certificate must be submitted with the Tender. Failure to submit the original and valid Tax Compliance PIN Certificate will result in the invalidation of the Tender. 1.2. Tenderers who do not have a Valid Tax Compliance PIN Certificate are required to complete the Letter of Authorisation Form contained within Section 2 of the RFP document, granting the Employer authority to verify/validate the Tenderer's Tax Compliance Status with SARS. The Tenderer must also attach a copy of the Tenderer's Tax Compliance Status printed from the online portal. 1.3. Upon evaluation of the Tender, if the Tenderer's Tax Compliance Status printed from the online portal is not in order, the Tender will be invalidated.	

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

2. The Tenderer or any of its directors/ shareholders should not be listed on the Register of restricted suppliers or database of tender defaulters in terms of the Prevention and Combating of Corrupt Activities Act of 2004 as a person prohibited from doing business with the public sector.
3. The Tenderer has not:
 - 3.1. abused the Employer's Supply Chain Management System; or
 - 3.2. failed to perform on any previous contract and has been given a written notice to this effect.
4. Proof of registration on the National Treasury Central Supplier Database (CSD)
5. The Tenderer has fully complied with this request for RFP and furnished all the information and documents required listed in the RFP returnable schedule.
6. Local service providers with 100% local content will be eligible to submit a tender.

Submitting a RFP Offer

- No liability for not specifically mentioning any normal contractual, Common Law or by-law requirements will be accepted by the Employer.
- The Tenderer warrants that it has familiarised itself with all the applicable laws and will comply therewith for the RFP and any agreement which may result therefrom.
- The electronic copy should include the full submission and should also include the Pricing Schedule in PDF format
- Only tenderers that have completed Stages 1 to 4 shall be requested to provide the additional information required for Stage 5 of the evaluation criteria

Submit the parts of the RFP offer communicated on paper as an original plus the number of copies stated in the RFP data, with an English translation of any documentation in a language other than English, and the parts communicated electronically in the same format as the employer issued them.

The Employer's Details

The Employer's details and address for delivery of RFP offers are stated in 1. **RFP Notice and Invitation to Tender.**

Emailing System : tenders@rainprop.co.za

A two-envelope system is **not** applicable (bidders to submit their RFP with all required documents). Tenders received after the closing time will not be considered.

Identification Details

The identification details that must be stated in the RFP offer outer package are:

RFP NUMBER: RFP-RF-006-2025/26

PROVISION OF ENTERPRISE CONTENT MANAGEMENT SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE, AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

CLOSING DATE	: 26 June 2026
CLOSING TIME	: 16H00
TENDERER'S NAME	:
TENDERER'S ADDRESS	:

The package should also include a USB with the electronic submission.

Facsimile, emailed, or postal tenders will not be considered. The Employer will not be liable for any costs incurred in preparing the tender.

RFP Acceptance of Tender

Where a RFP has been informed per email message of the acceptance of his tender, the acknowledgement of receipt transmitted by his email shall be regarded as proof of delivery to the Tenderer

Closing Time

The closing time for submission of RFP offers is as stated in **1 RFP Notice and Invitation to Tender**.

RFP Offer Validity

The RFP offer validity period is **120 Calendar Days** from the closing date.

Certificates

The Tenderer is required to submit with this tender:

1. Certificate of Authority of an Entity.
The tenderer should also provide a rental or rates account as proof of office in Gauteng.
2. A **Valid** Tax Compliance PIN Certificate issued by the South African Revenue Services.
- 2.1. Tenderers are required to complete the **Letter of Authorisation Form** contained within section 2 of the RFP document, granting the Employer authority to verify/ validate the Tenderers Tax Compliance Status with SARS. The Tenderer is also required to attach a copy of the Tenderers Tax Compliance Status printed from the online portal.
- 2.2. Upon evaluation of the Tender, should the Tenderers Tax Compliance Status printed from the online portal, not be in order, this will lead to the invalidation of the Tender.
3. SBD1 – Invitation to Tender
4. SBD4 – Declaration of Interest
5. Proof of good standing in terms of the COID Act
6. B-BBEE Status Level Certificate or sufficient evidence to confirm BBBEE status
7. Current proof of compliance Proof of registration on the National Treasury Central Supplier Database (CSD) (Mandatory)
8. Proof of compliance with the following standards and endorsements:

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

- ISO 9001:2015 Quality Management Systems
- Valid Tier Certification of the hosting Data Centre issued by a recognised regulatory/accreditation body. (If the proposed solution is hosted within a cloud environment, the bidder must submit)

THE EMPLOYER'S UNDERTAKINGS

Test for Responsiveness

Submission of all documents listed as compulsory in the Returnable Schedule, item 2.

Evaluation of RFP Offers

The Employer will apply a five (5) stage process in the evaluation of tenders received, namely:

Stage 1: Evaluation of Administrative/Mandatory Compliance

Stage 2: Functionality Evaluation

Stage 3: Live System Demonstration

Stage 4: Evaluation of Price and Preference Point System

Stage 5: Security Vetting

Evaluation of RFP Offers

STAGE 1: EVALUATION OF ADMINISTRATIVE COMPLIANCE

All tenders received shall be evaluated for Administrative / Mandatory Compliance in terms of the RFP requirements and conditions and returnable documents required for evaluation as set out in the returnable schedule in 2.1 of the RFP document.

Tenderers must complete all forms and submit all information required for the evaluation.

Should the tenderer fail to submit the required information or submit incomplete information after being given a reasonable time to do so, and if the information submitted is found to be non-compliant, this would render the RFP non-responsive, and the RFP would be eliminated and not evaluated any further.

Only tenderers that have provided all the Administrative Documents shall be considered for STAGE 2 Evaluation.

STAGE 2: FUNCTIONALITY EVALUATION

RFPs are required to submit all information required for the technical and functionality evaluation. If the tenderer fails to submit the required technical information, this will render the RFP non-responsive and the RFP will be eliminated and not evaluated any further under stage 3.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

The functionality assessment will be done in terms of the evaluation criteria and minimum threshold.

A RFP will be disqualified if it fails to meet the minimum Threshold for Functionality.

The minimum Threshold for Functionality applicable to this RFP is **75%** points. Tenderers failing to achieve these points will render the RFP non-responsive, and it will be eliminated and not evaluated further.

The evaluation criteria and maximum score for each of the criteria are as follows:

1. Company Experience (Contactable Appointments and Reference Letters)
2. Key Personnel Experience/Capabilities
3. Project Management Methodology & Training Plan
4. Original Software Supplier (OSS) Certification

No.	Evaluation Category	Evaluation Criteria	Required Evidence	Weight (%)	Scoring Methodology
1	Company Experience	Demonstrated experience in implementing similar Enterprise Content Management (ECM), Document Management, Records Management, or Workflow Automation solutions.	Five (5) appointment letters or purchase orders and five (5) corresponding signed reference letters for similar projects completed within the last 10 years with positive feedback. Reference letters must be on client letterhead and signed.	35	Each compliant appointment letter / purchase order and matching signed reference letter = 7 points. Maximum = 35 points.
2	Key Personnel – Project Manager	Demonstrated qualifications and experience of the proposed Project Manager.	CV, certified qualification copies, professional certifications, and proof of experience.	15	• NQF Level 7 qualification = 5 points • Project Management Certification = 5 points • Minimum 5 years proven ECM/IT project management experience = 5 points

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

3	Key Personnel – Technical Lead	Demonstrated qualifications and experience of the proposed Technical Lead.	CV, certified qualification copies, OEM certification, and proof of experience.	15	• NQF Level 7 IT-related qualification = 5 points • OEM Product Certification = 5 points • Minimum 5 years proven ECM/IT implementation experience = 5 points
4	Implementation Methodology – Implementation Approach	Demonstrated understanding of the project implementation approach and delivery methodology.	Detailed implementation methodology document.	5	Comprehensive implementation approach aligned to industry standards = 5 points
5	Implementation Methodology – Work Breakdown Structure (WBS)	Detailed project planning and implementation scheduling.	Detailed WBS including milestones, deliverables, dependencies, timelines, and critical path.	5	Detailed WBS with critical path and implementation schedule = 5 points
6	Implementation Methodology – Risk and Issue Management	Demonstrated project governance and mitigation capability.	Risk Management and Issue Escalation Plan.	5	Comprehensive risk and issue management process = 5 points
7	Implementation Methodology – Quality Management	Demonstrated quality assurance and control measures.	Quality Management Plan.	5	Detailed quality management and quality assurance plan = 5 points
8	Implementation Methodology – Training Plan	Demonstrated training and skills transfer methodology.	Detailed hybrid training and skills transfer plan.	5	Comprehensive hybrid training and skills transfer plan = 5 points
9	Original Software Supplier (OSS) Certification / OEM Support	Confirmation of OEM support and solution authenticity.	Original Software Supplier certification and/or OEM letter of support. Where cloud hosting is proposed, valid Data Centre Tier Certification must also be attached.	10	Valid OSS/OEM certification and support documentation submitted = 10 points
		TOTAL		100	

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

Important Notes

1. Only bidders meeting the minimum threshold of 75 points shall proceed to Stage 3: Live Demonstration.
2. All submitted reference letters must:
 - be signed;
 - be on official client letterhead;
 - relate to similar ECM/DMS projects;
 - not be older than 10 years.
3. Certified qualifications and certifications must not be older than six (6) months from the RFP closing date.
4. Rainprop reserves the right to verify all submitted references, qualifications, certifications, and project experience.
5. Failure to submit required supporting documentation for a criterion may result in zero scoring for that criterion.

STAGE 3: LIVE SYSTEM DEMONSTRATION

Tenderers who successfully achieve the minimum threshold during Stage 2: Functional Evaluation shall be invited to participate in a live system demonstration.

The purpose of the live demonstration is to validate the functionality, usability, technical capability, compliance, integration capability, and operational suitability of the proposed Enterprise Content Management (ECM) Solution.

Evaluation during this stage shall be conducted using a weighted scoring methodology.

Only bidders achieving the minimum threshold for Stage 3 shall proceed to Stage 4: Evaluation of Price and Preference Points.

Demonstration Evaluation Methodology

The demonstration shall be evaluated using the following scoring scale:

Rating	Description	Score Allocation
Excellent	Requirement fully demonstrated with advanced capability exceeding requirements and industry best practice	100%
Good	Requirement fully demonstrated and meets all mandatory requirements	80%

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

Fair	Requirement partially demonstrated with minor gaps or limitations	50%
Poor	Requirement weakly demonstrated with significant gaps	20%
Non-Compliant	Requirement not demonstrated or does not meet requirements	0%

Demonstration Evaluation Criteria

No.	Demonstration Area	Demonstration Requirement	Weight (%)
1	Solution Deployment Model	Demonstrate On-Premise, Cloud Hosted, or Hybrid deployment capability including RSA-hosted cloud compliance	5
2	User Access Management	Demonstrate role-based access control, user permissions, and multi-institution segregation	5
3	Workflow Management	Demonstrate configurable workflows including approvals, escalations, routing, notifications, reassignment, and SLA management	10
4	Electronic Signatures	Demonstrate electronic approvals, endorsements, recommendations, authorisations, timestamping, and audit trails	5
5	Document Management	Demonstrate upload, indexing, metadata capture, classification, version control, and document lifecycle management	10
6	Records Management	Demonstrate records declaration, retention scheduling, archival, disposal management, and legal hold capability	10
7	Search and Retrieval	Demonstrate advanced search, metadata filtering, full-text indexing, wildcard search, and retrieval speed	5

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

8	File Plan Management	Demonstrate hierarchical file plan creation, configuration, and maintenance	5
9	Multi-Format Document Support	Demonstrate support for AutoCAD, PDF, Office documents, images, scanned records, and multimedia content	5
10	System Integration	Demonstrate integration capability with Active Directory and Office 365	2
11	Audit Trail and Security	Demonstrate audit logs, user tracking, access governance, encryption, and security controls	5
12	Notifications and Alerts	Demonstrate automated notifications, reminders, escalation alerts, and workflow messaging	3
13	Collaboration and External Access	Demonstrate secure collaboration, document sharing, and controlled external stakeholder access	3
14	Reporting Functionality	Demonstrate operational reporting, audit reporting, workflow reporting, and dashboard capability	5
15	Data Migration Capability	Demonstrate migration tools, metadata migration, reconciliation, and legacy repository migration capability	4
16	Training and User Support Features	Demonstrate user guidance, administration tools, support features, and training capability	3
17	Mobile/Web Accessibility	Demonstrate responsive web access, mobile compatibility, and browser support	2
18	Backup and Recovery	Demonstrate backup functionality, disaster recovery, failover, and business continuity capability	3
19	POPIA and Data Security Compliance	Demonstrate compliance controls, data protection, auditability, and governance measures	5
20	Overall Solution Compliance and User Experience	Demonstrate overall alignment to business requirements, usability, scalability, and operational suitability	5

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

TOTAL

100

Minimum Threshold

Tenderers must achieve a minimum score of 80% during the Live System Demonstration Evaluation in order to proceed to Stage 4: Evaluation of Price and Preference Points.

Any bidder scoring below the minimum threshold shall be deemed non-responsive and eliminated from further evaluation.

Important Notes

1. The live demonstration may be conducted:
 - onsite;
 - virtually via Microsoft Teams; or
 - through a hybrid approach.
2. Tenderers shall provide:
 - internet connectivity;
 - presentation equipment;
 - demonstration environment;
 - demo accounts where applicable.
3. Rainprop reserves the right to:
 - request additional demonstrations;
 - request clarification during the session;
 - verify demonstrated functionality against submitted proposals.
4. Failure to demonstrate mandatory functionality may result in a score of zero for the applicable criterion.
5. All scores awarded by evaluators shall be supported by written motivation and evaluation commentary.

STAGE 4: EVALUATION OF PRICE AND PREFERENCE POINT SYSTEM

PRICE AND B-BBEE - 80/20 PREFERENCE POINT SYSTEM FOR ACQUISITION OF GOODS OR SERVICES WITH RAND VALUE UP TO R50 MILLION

All qualifying tenders that have successfully passed Stages 1, 2 and 3 shall proceed to Stage 4.

POINTS AWARDED FOR PRICE

The following formula must be used to calculate the points out of 80 for price in respect of a RFP with a rand value equal to, or above R 30 000 and up to Rand value of R 50 000 000 (all applicable taxes included):

A maximum of 80 points is allocated for price on the following basis:

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

$$P_s = 80 \left[1 - \frac{P_t - P_{min}}{P_{min}} \right]$$

Where

P_s = Points scored for price of RFP under consideration;

P_t = Price of RFP under consideration; and

P_{min} = Price of lowest acceptable tender.

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

In terms with the Preferential Procurement Mechanism, preference points will be awarded to a Tenderer for attaining the B-BBEE status level of contribution.

The following table must be used to calculate the points out of 20 for B-BBEE:

B-BBEE STATUS LEVEL OF CONTRIBUTOR	NUMBER OF POINTS
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION (CONTINUED)

1. A tenderer must submit proof of its B-BBEE status level of contributor. Tenderers must submit their valid B-BBEE status level verification certificate or a copy thereof, substantiating their B-BBEE rating issued by a Verification Agency accredited by SANAS or a sworn affidavit in the case of EMEs and QSEs.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

2. A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
3. A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate Tender.
4. A tenderer failing to submit proof of B-BBEE status level of contribution or is a non-compliant contributor to B-BBEE may not be disqualified, but-
 - 4.1. may only score point out of 80 for price; and
 - 4.2. scores 0 points out of 20 for Preferential Point System.
5. A tenderer may not be awarded points for B-BBEE status level of contributor if the RFP documents indicate that the tenderer intends subcontracting more than 30% of the value of the contract to any other person not qualifying for at least the points that the tenderer qualifies for, unless the intended subcontractor is an EME that has the capability to execute the subcontract.
6. Tenderers must submit their original and valid B-BBEE status level verification certificate, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS

ADJUDICATION USING POINT SYSTEM

1. The points scored by a tenderer for B-BBEE contribution must be added to the points scored for price.
2. The Tenderer obtaining the highest number of total points will be assessed for financial viability and security vetting and recommended for award if it is found to be financially viable and successfully security vetted.
3. Preference points shall be calculated after prices have been brought to a comparative basis, considering all factors of non-firm prices and all unconditional discounts.
4. Points scored must be rounded to the nearest two decimal places.
5. If two or more Tenders have scored equal total points, the successful RFP must be the one scoring the highest number of preference points for the Preference Point System.

Should two or more Tenders be equal in all respects, the award shall be decided by the drawing of lots.

STAGE 5 SECURITY VETTING

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

Tenderers who have completed Stages 01 – 04 will be evaluated for security vetting. Security vetting will only be undertaken on tenderers who have passed all other checks.

All tenderer employees, including subcontractors, must be Republic of South Africa citizens, with appropriate documentation as proof.

Tenderers will be required to provide South African identity documents for all personnel intended to work on site at any stage during the contract, irrespective of the duration of the personnel's on-site duration.

Security vetting will consist of completing background check forms, fingerprint checks, police clearance, and/or State Security Agency clearance.

DTIC and Rainprop will assist with documentation for a successful tenderer.

Should the tenderer (or any individual person) fail to submit the required security vetting information or submit incomplete security vetting information after being given a reasonable time to do so, and if the security vetting information submitted is found to be non-compliant, this would render the RFP non-responsive, and the RFP would be eliminated and not evaluated any further.

Should any person fail to submit the required security vetting information or submit incomplete security vetting information after being given a reasonable time to do so, and if the security vetting information submitted is found to be non-compliant, the person will be denied access to the site.

Acceptance of RFP Offer

Tenders will only be accepted if:

1. The Tenderer complies with the eligibility criteria as stated in section 1 of the RFP data.
2. The tenderer complies with the local content requirements.
3. The Tenderer has completed all sections of the RFP document.
4. The Tenderer submits a Valid B-BBEE Certificate, valid at the time of closing.
5. In instances where any mandatory submission, in the form of Status or Certificates, expires after the RFP closing or during the evaluation process, the Tenderer may be requested to submit valid documentation within Seven (7) days from the date of request. Failing which, the Tenderer will be deemed to be non-responsive.
6. Any subcontracting must be with entities with a minimum certified level 3 B-BBEE recognition and at least 51% black-owned.

Provide Copies of the Contracts

The number of paper copies of the signed contract to be provided by the Employer is **one**.

Provide written reasons for actions taken.

Client to publish final results of RFP within 120 days of RFP closing.

RETURNABLE DOCUMENTS

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

3. LIST OF ALL RETURNABLE AND COMPULSORY DOCUMENTS

The Tenderer shall complete and submit the following returnable schedules and documents:
Returnable Schedules

Evaluation Stage	Returnable Document	Description / Requirement	Compulsory
Stage 1: Administrative Compliance Evaluation	SBD 1 – Invitation to Tender	Fully completed and signed SBD 1 form	Yes
	SBD 4 – Declaration of Interest	Fully completed and signed declaration	Yes
	SBD 6.1 – Preference Points Claim Form	Completed B-BBEE preference points claim form	Yes
	Authority for Signatory	Signed authority letter/resolution and confirmation of locality within Gauteng	Yes
	Letter of Good Standing (COID)	Valid COIDA Letter of Good Standing	Yes
	CSD Registration Certificate	National Treasury CSD registration proof	Yes
	Confirmation of Locality	Municipal account and/or lease agreement	Yes
	Proof of Compliance with Standards	Compliance with National Archives Act, ISO 9001:2015,	Yes
	Tax Compliance PIN / SARS Verification	Valid SARS Tax Compliance PIN and supporting verification	Yes
	B-BBEE Certificate / Affidavit	Valid SANAS accredited certificate or sworn affidavit	Yes
Stage 2: Functionality Evaluation	Company Experience Documentation	Appointment letters and signed reference letters for similar ECM projects	Yes
	Key Personnel CVs and Qualifications	CVs, certified qualifications, certifications, proof of experience	Yes
	Project Management & Methodology	Implementation methodology, governance, QA and escalation plans	Yes

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

	Work Breakdown Structure (WBS)	Detailed implementation schedule and milestones	Yes
	Risk & Issue Management Plan	Risk mitigation and escalation procedures	Yes
	Quality Management Plan	QA and QC processes	Yes
	Training Plan	Detailed hybrid training and skills transfer plan	Yes
	OEM / OSS Certification	OEM support letter and/or Original Software Supplier certification	Yes
	Data Centre Tier Certification	Required where cloud-hosted solution is proposed	Yes
Stage 3: Live System Demonstration	Demonstration Environment	Configured live/demo environment	Yes
	Internet Connectivity	Connectivity for onsite/virtual demo	Yes
	Demo Equipment	Presentation and demo equipment	Yes
	Demo User Accounts	Accounts for system access where required	Yes
	Functional Demonstration	Demonstration of all mandatory ECM requirements	Yes
Stage 4: Price and Preference Evaluation	Form of Offer and Acceptance	Signed offer and acceptance form	Yes
	Pricing Schedule (Annexure A)	Detailed pricing schedule and summary pricing page	Yes
	B-BBEE Supporting Documents	Supporting proof for preference points	Yes
Stage 5: Security Vetting	Employee Identity Documents	RSA IDs / Permanent residence documentation for all personnel	Yes
	Security Vetting Forms	Background checks and vetting documentation	Yes
	Police Clearance / Fingerprint Documentation	Security screening documentation where required	Yes

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

	Subcontractor Personnel Documentation	Security documents for subcontractor personnel	Yes
--	---------------------------------------	--	-----

The Tenderer shall complete and submit the following returnable schedules and documents:
Returnable Schedules

STAGE 1 – DOCUMENTS REQUIRED FOR ADMINISTRATIVE COMPLIANCE EVALUATION

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR APPOINTMENT THE PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028					
BID NUMBER:	RFP-RF-006-2025/26	CLOSING DATE:	26 June 2026	CLOSING TIME:	16h00
DESCRIPTION					
BID RESPONSE DOCUMENTS MAY BE DEPOSITED VIA EMAIL:					
tenders@rainprop.co.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			TECHNICAL INFORMATION MAY BE DIRECTED TO:		
CONTACT PERSON	Sisonke Ngqasa		CONTACT PERSON		
TELEPHONE NUMBER	012 440 6900		TELEPHONE NUMBER		
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	sisonke@rainprop.co.za		E-MAIL ADDRESS		
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					

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE STATUS PIN:		OR	CSD NUMBER:	
----------------------------	----------------------------	--	----	-------------	--

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

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 FOREIGN SUPPLIERS QUESTIONNAIRE BELOW]
---	--	--	---

QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS

IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
DOES THE BIDDER HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	
IF THE ANSWER IS "NO" TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO OBTAIN A TAX COMPLIANCE STATUS / TAX COMPLIANCE SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTERED AS PER 2.3 ABOVE.	

SBD1

**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, 2022, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

2. 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 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.5 WHERE NO TCS PIN IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.6 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."
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS OR COMPANIES LISTED ON THE NATIONAL TREASURY DATABASE OF RFPDEFAULTERS OR DATABASE OF RESTRICTED SUPPLIERS

NB: FAILURE TO PROVIDE ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

SBD 4

DECLARATION OF INTEREST

1. Any legal person, including persons employed by the state*, 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 a price quotation, advertised competitive bid, limited bid or proposal). 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 and/or take an oath declaring his/her interest, 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, shareholder etc):
.....

2.4 Company Registration Number:
.....

2.5 Tax Reference Number:
.....

2.6 VAT Registration Number:
.....

* "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

2.7 Are you or any person connected with the bidder presently employed by the state?

YES / NO

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION INCLUDING IMPLEMENTATION, MAINTENANCE AND SUPPORT SERVICES FOR A PERIOD ENDING AUGUST 2028

2.7.1 If so, furnish the following particulars:

Name of person / director / shareholder/ member:
Name of state institution to which the person is connected:

Position occupied in the state institution:

Any other particulars:

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

2.8.1 If so, furnish particulars:

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

2.11.1 If so, furnish particulars:

2.9 Do you, or any person connected with the bidder,
have 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.

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

2.11.2 If so, furnish particulars:

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

2.10 Are you, or any person connected with the bidder,
aware of any relationship (family, friend, other)
between the 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.

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

YES / NO

2.11 Do you or any of the directors /shareholders/ members
of the company have any interest in any other related
companies whether or not they are bidding for this
contract?

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

DECLARATION

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

CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 2.1 TO 2.11.1 ABOVE IS
CORRECT.

I ACCEPT THAT THE STATE MAY ACT AGAINST ME IN TERMS OF PARAGRAPH 23 OF THE
GENERAL CONDITIONS OF CONTRACT SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature

.....
Date

.....
Position

.....
Name of bidder

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

SBD 6.2

DECLARATION CERTIFICATE FOR LOCAL PRODUCTION AND CONTENT FOR DESIGNATED SECTORS

This Standard Bidding Document (SBD) must form part of all bids invited. It contains general information and serves as a declaration form for local content (local production and local content are used interchangeably).

Before completing this declaration, bidders must study the General Conditions, Definitions, Directives applicable in respect of Local Content as prescribed in the Preferential Procurement Regulations, 2011, the South African Bureau of Standards (SABS) approved technical specification number SATS 1286:2011 (Edition 1) and the Guidance on the Calculation of Local Content together with the Local Content Declaration Templates [Annex C (Local Content Declaration: Summary Schedule), D (Imported Content Declaration: Supporting Schedule to Annex C) and E (Local Content Declaration: Supporting Schedule to Annex C)].

1. General Conditions

- 1.1. Preferential Procurement Regulations, 2011 (Regulation 9) makes provision for the promotion of local production and content.
- 1.2. Regulation 9.(1) prescribes that in the case of designated sectors, where in the award of bids local production and content is of critical importance, such bids must be advertised with the specific bidding condition that only locally produced goods, services or works or locally manufactured goods, with a stipulated minimum threshold for local production and content will be considered.
- 1.3. Where necessary, for bids referred to in paragraph 1.2 above, a two stage bidding process may be followed, where the first stage involves a minimum threshold for local production and content and the second stage price and B-BBEE.
- 1.4. A person awarded a contract in relation to a designated sector, may not sub-contract in such a manner that the local production and content of the overall value of the contract is reduced to below the stipulated minimum threshold.
- 1.5. The local content (LC) expressed as a percentage of the bid price must be calculated in accordance with the SABS approved technical specification number SATS 1286: 2011 as follows:

$$LC = [1 - x / y] * 100$$

Where

x is the imported content in Rand

y is the bid price in Rand excluding value added tax (VAT)

Prices referred to in the determination of x must be converted to Rand (ZAR) by using the exchange rate published by South African Reserve Bank (SARB) at 12:00 on the date of advertisement of the bid as indicated in paragraph 4.1 below.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION ENDING AUGUST 2026

The SABS approved technical specification number SATS 1286:2011 is accessible on [http://www.thedti.gov.za/industrial development/ip.jsp](http://www.thedti.gov.za/industrial%20development/ip.jsp) at no cost.

2. Definitions

- 2.1. **“bid”** includes written price quotations, advertised competitive bids or proposals;
- 2.2. **“bid price”** price offered by the bidder, excluding value added tax (VAT);
- 2.3. **“contract”** means the agreement that results from the acceptance of a bid by an organ of state;
- 2.4. **“designated sector”** means a sector, sub-sector or industry that has been designated by the Department of Trade and Industry in line with national development and industrial policies for local production, where only locally produced services, works or goods or locally manufactured goods meet the stipulated minimum threshold for local production and content;
- 2.5. **“duly sign”** means a Declaration Certificate for Local Content signed by the Chief Financial Officer or other legally responsible person nominated in writing by the Chief Executive, or senior member/person with management responsibility (close corporation, partnership or individual).
- 2.6. **“imported content”** means that portion of the bid price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or its subcontractors) and which costs are inclusive of the costs abroad (this includes labour or intellectual property costs), plus freight and other direct importation costs, such as landing costs, dock duties, import duty, sales duty or other similar tax or duty at the South African port of entry;
- 2.7. **“local content”** means that portion of the bid price which is not included in the imported content, provided that local manufacture does take place;
- 2.8. **“stipulated minimum threshold”** means that portion of local production and content as determined by the Department of Trade and Industry; and
- 2.9. **“Sub-contract”** means the primary contractor assigning, leasing, assigning work to, or employing another person to support such primary contractor in executing part of a project in terms of the contract.

3. The stipulated minimum threshold(s) for local production and content (refer to Annexure A of SATS 1286:2011) for this bid is/are as follows:

<u>Description of services, works or goods</u>	<u>Stipulated minimum threshold</u>
_____	_____ %
_____	_____ %
_____	_____ %

4. Does any portion of the services, works or goods offered have any imported content?
(Tick applicable box)

YES	☐	NO	☐
-----	--------------------------	----	--------------------------

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

- 4.1 If yes, the rate(s) of exchange to be used in this bid to calculate the local content as prescribed in paragraph 1.5 of the general conditions must be the rate(s) published by SARB for the specific currency at 12:00 on the date of advertisement of the bid.

The relevant rates of exchange information is accessible on www.reservebank.co.za.

Indicate the rate(s) of exchange against the appropriate currency in the table below (refer to Annex A of SATS 1286:2011):

Currency	Rates of exchange
US Dollar	
Pound Sterling	
Euro	
Yen	
Other	

NB: Bidders must submit proof of the SARB rate (s) of exchange used.

4. Were the Local Content Declaration Templates (Annexes C, D, and E) audited and certified as correct?

(Tick applicable box)

YES		NO	
-----	--	----	--

- 5.1 If yes, provide the following particulars:

- (a) Full name of auditor
- (b) Practice number
- (c) Telephone and cell number
- (d) Email address

(Documentary proof regarding the declaration will, when required, be submitted to the satisfaction of the Accounting Officer / Accounting Authority)

6. Where, after the award of a bid, challenges are experienced in meeting the stipulated minimum threshold for local content, Rainprop must be informed accordingly in order for Rainprop to verify and in consultation with the AO/AA provide directives in this regard.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

PREFERENCE POINTS CLAIM FORM [SBD 6.1]

**PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT
REGULATIONS 2017**

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

1.1 The following preference point systems apply to all bids:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 The value of this bid is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the **80 / 20** preference point system shall be applicable; or

1.3 Points for this bid shall be awarded for:

- (a) Price; and
- (b) B-BBEE Status Level of Contributor.

1.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

1.5 Failure on the part of a bidder to submit proof of the B-BBEE Status level of contributor together with the bid will be interpreted as meaning that preference points for the B-BBEE status level of contribution are not claimed.

The purchaser reserves the right to require a bidder to substantiate any claim regarding preferences in any manner required by the purchaser, either before a bid is adjudicated or at any time subsequently.

2. DEFINITIONS

- (a) **“B-BBEE”** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) **“B-BBEE status level of contributor”** means the B-BBEE status of an entity in terms of a

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION ENDING AUGUST 2026

code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

- (c) **“bid”** means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) **“Broad-Based Black Economic Empowerment Act”** means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) **“EME”** means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) **“functionality”** means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the RFP documents.
- (g) **“prices”** includes all applicable taxes less all unconditional discounts;
- (h) **“proof of B-BBEE status level of contributor”** means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) **“QSE”** means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20

or

90/10

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \quad \text{or} \quad P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s = Points scored for price of bid under consideration

P_t = Price of bid under consideration

$P_{\min}$ = Price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

- 4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

B-BBEE Status Level of Contributor	Number of points (90/10 system)	Number of points (80/20 system)
1	10	20
2	9	18
3	6	14
4	5	12
5	4	8
6	3	6
7	2	4
8	1	2
Non-compliant contributor	0	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: = (maximum of 10 or 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING

7.1 Will any portion of the contract be sub-contracted?

(Tick applicable box)

YES	☐	NO	☐
-----	--------------------------	----	--------------------------

7.1.1 If yes, indicate:

i) What percentage of the contract will be subcontracted.....%

ii) The name of the sub-contractor.....

iii) The B-BBEE status level of the sub-contractor.....

iv) Whether the sub-contractor is an EME or QSE

(Tick applicable box)

YES	☐	NO	☐
-----	--------------------------	----	--------------------------

v) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

Designated Group: An EME or QSE which is at last 51% owned by:	EME	QSE
	√	√
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

8. DECLARATION WITH REGARD TO COMPANY/FIRM

8.1 Name of company/firm:

8.2 VAT registration number:

8.3 Company registration number:

8.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One person business/sole propriety
- ☐ Close corporation
- ☐ Company
- ☐ (Pty) Limited

[TICK APPLICABLE BOX]

8.5 DESCRIBE PRINCIPAL BUSINESS ACTIVITIES

.....

8.6 COMPANY CLASSIFICATION

- ☐ Manufacturer
- ☐ Supplier
- ☐ Professional service provider
- ☐ Other service providers, eg transporter

[TICK APPLICABLE BOX]

8.7 Total number of years the company/firm has been in business:

8.8 I/we, the undersigned, who is/are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate qualifies the company/firm for the preference(s) shown and I/we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION ENDING AUGUST 2026

satisfaction of the purchaser that the claims are correct;

- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –

- (a) disqualify the person from the bidding process;
- (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
- (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
- (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
- (e) forward the matter for criminal prosecution.

WITNESSES	
1.	
2.	

.....	
SIGNATURE(S) OF BIDDERS (S)	
DATE:	
ADDRESS	
	
	

TAX COMPLIANCE REQUIREMENTS [SBD 2]

It is a condition of a RFP that the taxes of the successful Tenderer **must** be in order, or that satisfactory arrangements have been made with the South African Revenue Service (SARS) to meet the Tenderer's tax obligations.

1. A Tax Compliance Pin Certificate issued by SARS must be submitted with the Tender. Failure to submit a valid tax compliance pin certificate will invalidate the Tender.
2. SARS no longer issues paper-based Tax clearance certificates. Tenderers are required to complete the Letter of Authorisation Form on T2.2 of the RFP document, granting the Employer authority to verify/ validate the Tenderer's Tax Compliance Status with SARS. The Tenderer is also required to attach a copy of the Tenderer's Tax Compliance Status printed from the online portal.
3. **Upon evaluation of the Tender, should the Tenderer's Tax Compliance Status printed from the online portal not be in order, this will lead to the tender's invalidation.**
4. In Tenders where Consortia, Joint Ventures, or sub-Service Providers are involved, each party must submit a separate valid Tax Compliance Pin Certificate for their respective organisation.
5. Applications for Tax Clearance Certificates may also be made via eFiling. To use this provision, taxpayers must register with SARS as eFilers through the website www.sars.gov.za.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

6. Copies of the TCC 001 “Application for a Tax Clearance Certificate” form are available from any SARS branch office nationally or on the website www.sars.gov.za.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

AUTHORITY FOR SIGNATORY

Fill in the relevant portion applicable to the type of organisation.

A. COMPANIES

If a Tenderer is a company, a copy of the resolution by the board of directors, personally signed by the chairperson of the board, authorising the person who signs this RFP to do so, as well as to sign any contract resulting from this RFP and any other documents and correspondence in connection with this RFP and/or contract on behalf of the company must be submitted with this Tender, that is before the closing time and date of the Tender.

AUTHORITY BY THE BOARD OF DIRECTORS

By resolution passed by the Board of Directors on

20

Mr/ Mrs _____
(whose signature appears below) has been duly authorised to sign all documents in connection with this RFP on behalf of

(Name of Company)

IN HIS/HER CAPACITY AS:

SIGNED ON BEHALF OF COMPANY:

(PRINT NAME)

SIGNATURE OF SIGNATORY: _____ DATE:

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

WITNESSES:

AUTHORITY FOR SIGNATORY (CONTINUED)

B. SOLE PROPRIETOR (ONE-PERSON BUSINESS)

I, _____ the _____ undersigned

Hereby confirm that I am the sole owner of the business trading as

SIGNATURE

DATE

Sole proprietors are required to file a trade name certificate (a form) in the city/province where the business is allocated.

The tenderer must submit proof of this trading certificate and append it to this returnable. This RFP may not be considered if the tenderer fails to submit it.

C. PARTNERSHIP

Full name of Partner	Residential Address	Signature

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

Signature

Signature

Signature

Date

Date

Date

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

AUTHORITY FOR SIGNATORY (CONTINUED)

D. CLOSE CORPORATION

In the case of a close corporation submitting a Tender, a certified copy of the corporation's Founding Statement shall be included with the Tender, together with the resolution by its members authorising a member or other official of the corporation to sign the documents on their behalf.

By resolution of members at a meeting on _____

20 _____

at

Mr/Ms _____,
whose signature appears below, has been authorised to sign all documents in connection with this RFP on behalf of (Name of Close Corporation)

SIGNED ON BEHALF OF CLOSE CORPORATION:

(PRINT _____ NAME)

IN HIS/HER CAPACITY AS _____ DATE:

SIGNATORY:

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

AUTHORITY FOR SIGNATORY (CONTINUED)

E. CO-OPERATIVE

A certified copy of the co-operative's constitution must be included with the Tender, together with the resolution by its members authorising a member or other official of the co-operative to sign the RFP documents on their behalf.

By resolution of members at a meeting on
_____ 20 _____

at

Mr/Ms _____, whose
signature appears below, has been authorised to sign all documents in connection with this RFP on
behalf of (Name of Co-Operative)

SIGNATURE OF AUTHORISED REPRESENTATIVE/SIGNATORY:

(PRINT _____ NAME)

IN HIS/HER CAPACITY AS

DATE: _____

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

SIGNED ON BEHALF OF CO-OPERATIVE:

NAME IN BLOCK LETTERS:

WITNESSES: 1.

2.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

AUTHORITY FOR SIGNATORY (CONTINUED)

F. JOINT VENTURES

If a Tenderer is a joint venture, a certified copy of the resolution or agreement reached and signed by the duly authorised representatives of the enterprises, which authorises the representatives who sign this RFP to do so, as well as to sign any contract resulting from this RFP and any related documents and correspondence in connection with the RFP and/or contract on behalf of the joint venture, must be submitted with this tender before the closing time and date of the tender.

Authority to sign on behalf of the Joint Venture:

By resolution/ agreement passed/ reached by the joint venture partners on _____
20_____

Mr/Mrs _____, Mr/Mrs

Mr/Mrs _____ and Mr/Mrs

(whose signatures appear below) have been duly authorised to sign all documents in connection with this RFP on behalf of:

(Name _____ of _____ Joint
Venture) _____

In _____ his/her _____ capacity as:

Signed _____ on _____ behalf _____ of _____ (COMPANY NAME):

(PRINT NAME)

Signature _____

Date: _____

In _____ his/her _____ capacity as:

Signed _____ on _____ behalf _____ of _____ (COMPANY NAME):

(PRINT NAME)

Signature _____

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

Date: _____

In _____ his/her _____ capacity _____ as:

Signed _____ on _____ behalf _____ of _____ (COMPANY _____ NAME):

(PRINT NAME)

Signature _____

Date: _____

In _____ his/her _____ capacity _____ as:

Signed _____ on _____ behalf _____ of _____ (COMPANY _____ NAME):

(PRINT NAME)

Signature _____

Date: _____

AUTHORITY FOR SIGNATORY (CONTINUED)

G. CONSORTIUM

If a Tenderer is a consortium, a certified copy of the resolution or agreement reached and signed by the duly authorised representatives of the enterprises must be submitted with this tender. This document should authorise the representatives who sign this RFP to do so, as well as to sign any contract resulting from this RFP, in addition to any other documents and correspondence related to the RFP and/or contract on behalf of the consortium, and must be submitted before the closing time and date of the tender.

Authority to sign on behalf of the consortium:

By resolution/ agreement passed/ reached by the consortium partners on _____

20 _____

Mr/Mrs

—'

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

(whose signature appear below) have been duly authorised to sign all documents in connection with this RFP on behalf of:

(Name _____ of _____ Consortium)

In _____ his/ _____ her _____ capacity _____ as:

Signature _____

Date:

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

LETTER OF GOOD STANDING IN TERMS OF COID ACT (COMPENSATION FOR
OCCUPATIONAL INJURIES AND DISEASES ACT)

[Letters of good standing to be inserted here]

In tenders where Consortia, Joint Ventures, or sub-Service Providers are involved, each party must submit a separate valid letter of Good Standing Certificate for their respective organisation.

NOTE: Upon evaluation of the Tender, should the Tenderer/s Letter of Good Standing Status printed from the online portal not be in order, this will lead to the invalidation of the Tender.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

CSD REGISTRATION REPORT

[National Treasury Central Supplier Database Registration Certificate obtained from National Treasury to be inserted here]

In tenders where Consortia, Joint Ventures, or sub-Service Providers are involved, each party must submit a separate copy of the CSD Certificate for their respective organisation.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

DECLARATION OF CORRECTNESS OF TENDER

I, _____ (Full Name), the Authorised

Signatory of

_____ (Tenderer) hereby declare that the information

furnished in

the RFP is entirely accurate and correct; and the RFP is submitted on condition that the Tenderer; its facilities, etc., shall be subject to inspection at any stage.

SIGNATURE: _____

DATE:

(of the person authorised to sign on behalf of the Tenderer)

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

CONFIRMATION OF LOCALITY

[Municipal Rates account or Lease Agreement to be inserted here]

Tenderers to include a copy of the current Municipal Account in the name of the Tenderer, not older than 3 months.

Alternatively, a copy of the current Municipal Account not older than 3 months in the names of the Directors/Partners of the tendering Entity.

(A lease agreement will only be required when the property is being leased and the municipal accounts are in the landlord's name.)

The Municipal Account is to be for a municipality within the Gauteng Province.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026

STAGE 2 – DOCUMENTS REQUIRED FOR FUNCTIONALITY ASSESSMENT

1. Technical Proposal

STAGE 3 – LIVE SYSTEM DEMONSTRATION

STAGE 4 – DOCUMENTS REQUIRED FOR EVALUATION OF PRICE AND PREFERENTIAL
POINTS SYSTEM

1. Form of Offer and Acceptance
2. Pricing Schedule

Form of Offer and Acceptance

The Concessionaire, identified in the acceptance signature block, has solicited offers to enter into a contract for the procurement of:

**APPOINTMENT OF A SERVICE PROVIDER FOR SPACE PLANNING CONSULTANCY,
FURNITURE MANUFACTURING, SUPPLY AND INSTALLATION AT THE DTIC CAMPUS,
TRAVENNA, SUNNYSIDE**

Service ProviderThe Service Provider identified in the offer signature block has reviewed the documents mentioned in this RFP and its addenda, as detailed in the returnable schedules. By submitting this offer, the Service Provider has accepted the conditions of the RFP.

By the representative of the Service Provider, deemed to be duly authorised, signing this part of this form of offer and acceptance, the Service Provider offers to perform all of the obligations and liabilities of the SERVICE PROVIDER under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the conditions of contract identified in the FMA.

THE OFFERED TOTAL OF THE PRICES, INCLUSIVE OF VALUE ADDED TAX, IS:

Rand

..... (in words);

R (in figures)

The Concessionaire may accept this offer by signing the acceptance part of this form of offer and acceptance and returning one copy of this document to the Service Provider before the end of the period of validity stated in the RFP data, whereupon the Service Provider becomes the party named as the Service Provider in the conditions of contract identified in the FMA.

Signature(s)

Name(s)

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

Capacity for the Service
Provider

(Name of organisation/tenderer)

(Address of organisation/tenderer)

.....

Name and signature of witness

Date

Acceptance

By signing this part of this form of offer and acceptance, the Concessionaire identified below accepts the Service Provider's offer. In consideration thereof, the Concessionaire shall pay the SERVICE PROVIDER the amount due in accordance with the conditions of the contract identified in the FMA. Acceptance of the Service Provider's offer shall form an agreement between **the** Concessionaire and the Service Provider upon the terms and conditions contained in this agreement and in the contract that is the subject of this agreement.

The terms of the contract are contained in this entire RFP document and any drawings, documents, or parts thereof that may be incorporated by reference into this RFP.

Deviations from and amendments to the RFP and any associated addenda, as outlined in the returnable schedules, along with any changes to the terms of the offer agreed upon by the SERVICE PROVIDER and the Concessionaire during this process of offer and acceptance, are included in the schedule of deviations attached to and forming part of this form of offer and acceptance. No amendments to or deviations from these documents are valid unless specified in this schedule.

The Service Provider shall, within two weeks of receiving a completed copy of this agreement, including the schedule of deviations (if any), contact the Concessionaire's representative (whose details are provided in the contract data) to arrange the delivery of any securities, bonds, guarantees, proof of insurance, and any other documentation required under the conditions of contract specified in the FMA. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this agreement.

Notwithstanding anything contained herein, this agreement comes into effect on the date when the Service Provider receives one fully completed original copy of this document, including the schedule of deviations (if any). The Service Provider shall, within five working days of the agreement coming into effect, notify the Concessionaire in writing of any reason why he cannot accept the contents of this agreement as a complete and accurate memorandum thereof, failing which the agreement presented to the SERVICE PROVIDER shall constitute the binding contract between the parties.

Signature

Name

Capacity for the
Concessionaire

Name and signature of witness

Date

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

Pricing Schedule – Below as annexure A

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

STAGE 5 – SECURITY VETTING

SECURITY VETTING

Tenderers who complete Stages 1 - 4 will be evaluated for security vetting. Security vetting will only be undertaken on tenderers who have passed all other checks.

Tenderers must note that ALL personnel coming onto the site must complete background checks, fingerprint checks, police clearance, and/or State Security Agency clearance.
(DTIC and Rainprop will facilitate the security vetting process for the successful tenderer)

All employees and specialists appointed under the contractor and their subcontractors must be RSA citizens or permanent residents with valid South African Identity Documents.

All employees of the tenderer intended to work on-site, including employees of domestic / selected/nominated sub-contractors, are to be Republic of South Africa citizens, RSA citizens, or permanent residents with valid South African Identity Documents.

Tenderers will be required to provide documentation for all personnel intended to work on site at any stage during the contract, irrespective of the duration of the personnel's on-site duration.

Security vetting will consist of completing background check forms, fingerprint checks, police clearance, and/or State Security Agency clearance.

Security vetting procedure will consist of the following:

1. The principal agent will collect and submit the following documents from the Tenderer to the DTIC VFU:
 - a. Applicant Consent form - signed and dated
 - b. Declaration of Secrecy – signed and dated
 - c. Copy of valid RSA Identification document.
2. An appointment for the Tenderer to come for electronic fingerprints to the VFU.
 - a. Appointments are to be made at least two weeks before the commencement of the work.
 - b. Appointment to be arranged for Mondays and Tuesdays between 09h00 and 12h45. (20 people per day)
3. The VFU will submit the fingerprints to the service provider, and the balance of the days of the week would be reasonable sufficient time for the service provider to provide feedback on the fingerprints and the VFU to evaluate the outcome

Should the tenderer (or any person) fail to submit the required security vetting information or submit incomplete security vetting information after being given a reasonable time to do so, and if the security vetting information submitted is found to be non-compliant, this would render the RFP non-responsive and the RFP would be eliminated and not evaluated any further.

If an individual fails to submit the required security vetting information or submits incomplete security vetting information after being given a reasonable time to do so, and if the security vetting information submitted is found to be non-compliant, the person will be denied access to the site.

The tenderer should note that any specialists required for commissioning and verifying equipment will also be subject to vetting before they can be allowed onto site.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

SCOPE OF WORK

4. SCOPE OF WORK

The successful bidder shall provide, implement, configure, commission, maintain, support and transfer skills for an Enterprise Content Management (ECM) Solution for Rainprop (Pty) Ltd and participating PPP stakeholder institutions.

The proposed solution must provide a secure, scalable, integrated, and standards-compliant platform for the management of enterprise records, digital content, workflows, collaboration, document lifecycle management, and records governance.

The detailed scope of work shall include, but not be limited to, the following:

a. SUPPLY, CONFIGURATION AND IMPLEMENTATION OF ECM SOLUTION

The bidder shall supply and implement an Enterprise Content Management Solution that may be:

- On-Premise;
- Cloud Hosted; or
- Hybrid.

Where a cloud-hosted solution is proposed:

- the hosting environment must be physically located within the Republic of South Africa;
- the Data Centre must be RSA hosted and controlled;
- proof of hosting location and ownership must be provided;
- details of access control and security governance must be provided;
- POPIA compliance requirements must be demonstrated;
- valid Tier Certification of the hosting Data Centre must be submitted.

The solution shall include all:

- software licensing;
- subscriptions;
- configuration;
- implementation services;
- integrations;
- testing;
- support;
- maintenance.

b. ENTERPRISE CONTENT MANAGEMENT FUNCTIONALITY

The ECM solution must provide, at minimum, the following capabilities:

i. Document Management

The system must:

- create, capture, import and manage electronic documents;

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

- support document indexing and classification;
- provide metadata management functionality;
- support document check-in/check-out;
- support document version control;
- maintain document history and audit trails;
- provide document locking and editing controls;
- support document lifecycle management.

ii. Records Management

The system must:

- support records declaration;
- provide records retention and disposal management;
- support archival processes;
- maintain records integrity and authenticity;
- provide records tracking functionality;
- support regulatory compliance requirements.

iii. Workflow Management

The solution must provide configurable and dynamic workflow functionality including:

- configurable approval workflows;
- assignment of process owners per request;
- workflow routing;
- escalation functionality;
- automated notifications and alerts;
- workflow reassignment capability;
- audit tracking of workflow activities;
- configurable approval hierarchies.

iv. Search and Retrieval

The solution must:

- provide enterprise search capability;
- support advanced search functionality;
- support metadata and free-text searches;
- support wildcard and partial searches;
- provide rapid retrieval of documents and records;
- support filtering and categorisation.

v. Collaboration Functionality

The system must:

- support secure document sharing;
- support internal and external collaboration;
- support controlled access to shared records;
- support comments and review processes;
- support role-based collaborative access.

vi. Electronic Signature Functionality

The solution must:

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

- provide electronic signature capability for approvals, recommendations, endorsements and authorisations;
- support secure digital/electronic signing of workflow transactions and documents;
- maintain audit trails of all electronic signatures and approval actions;
- provide date and time stamping of approvals;
- support delegated approvals and signing authority workflows;
- support integration with recognised digital signature platforms where applicable;
- ensure non-repudiation and integrity of signed documents;
- allow configurable approval hierarchies for electronic sign-off processes.

This functionality shall apply to:

- workflow approvals;
- management recommendations;
- document endorsements;
- contract approvals;
- governance and committee submissions;
- records authorisation processes.

vii. Audit and Compliance

The system must:

- maintain immutable audit logs;
- track all user activities;
- record document changes and workflow actions;
- provide reporting and compliance audit capability;
- support compliance with applicable South African legislation and standards.

c. SUPPORTED DOCUMENT TYPES

The system must support management, storage, preview, retrieval and indexing of various document and content formats including but not limited to:

- PDF documents;
- Microsoft Office documents;
- AutoCAD drawings;
- image files;
- scanned documents;
- emails;
- engineering drawings;
- contracts;
- project documentation;
- HR documentation;
- financial records.

The system must support large-format documents including:

- A0;
- A1;
- A3;
- A4 formats.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

d. USER ACCESS AND SECURITY MANAGEMENT

The system shall support:

- minimum of 10 users;
- users from at least three (3) institutions participating within the PPP framework;
- configurable role-based access control;
- user groups and permission hierarchies;
- data sensitivity segregation;
- user authentication controls;
- password management;
- audit logging;
- secure external access.

The bidder shall configure:

- user profiles;
- permission structures;
- departmental access groups;
- approval hierarchies.

e. FILE PLAN CONFIGURATION

The successful bidder shall:

- configure the approved file plan structure;
- align the file plan with the dtic file classification framework;
- configure retention schedules;
- configure document categories and classifications;
- implement file indexing standards.

The file plan configuration must support future handover obligations within the PPP framework.

f. SYSTEM INTEGRATION

The ECM solution must support integration with existing and future systems including but not limited to:

- Microsoft Office 365;
- Active Directory;
- Cloud storage environments.

The bidder shall:

- provide integration methodologies;
- configure APIs and connectors where applicable;
- conduct integration testing;
- provide integration documentation.

g. DATA MIGRATION

The successful bidder shall:

- migrate identified electronic records and digital content into the ECM solution;
- validate migrated data integrity;
- ensure metadata preservation;

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

- provide migration reporting.

Historical back-scanning of physical records is excluded from this scope.

Only identified electronic records and active repositories shall be migrated.

h. TESTING AND QUALITY ASSURANCE

The bidder shall conduct:

- unit testing;
- system testing;
- integration testing;
- user acceptance testing (UAT);
- security testing;
- performance testing.

The bidder shall:

- develop test scripts;
- facilitate testing sessions;
- resolve identified defects;
- provide test reports and sign-offs.

i. TRAINING, SKILLS TRANSFER AND CHANGE MANAGEMENT

The successful bidder shall provide a comprehensive training and skills transfer programme.

Training must:

- accommodate hybrid delivery methods;
- include virtual and onsite training;
- cater for multiple stakeholder locations;
- include administrator training;
- include end-user training;
- include workflow management training;
- include records management training.

The bidder shall provide:

- training manuals;
- user guides;
- administration manuals;
- quick reference guides;
- attendance registers;
- training evaluation reports.

The bidder shall also implement:

- change management support;
- user adoption support;
- operational readiness support.

j. GO-LIVE AND COMMISSIONING

The bidder shall:

- support production deployment;
- provide go-live support;

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

- monitor system stabilisation;
- resolve post-implementation issues;
- provide post-deployment reporting.

The bidder shall ensure minimal disruption to business operations during implementation.

k. MAINTENANCE AND SUPPORT SERVICES

The successful bidder shall provide maintenance and support services until end of August 2028 months from date of commissioning.

Support services shall include:

- corrective maintenance;
- preventative maintenance;
- software updates and patches;
- incident management;
- technical support;
- remote support;
- escalation support;
- service desk support.

The bidder shall provide:

- Service Level Agreements (SLAs);
- response times;
- resolution times;
- escalation procedures;
- support operating hours.

I. DELIVERABLES

The successful bidder shall provide, at minimum:

- Project Charter;
- Detailed Project Plan;
- Work Breakdown Structure;
- Risk Management Plan;
- Quality Management Plan;
- System Design Documentation;
- Integration Documentation;
- Training Plan;
- Training Material;
- User Manuals;
- Configuration Documentation;
- Testing Reports;
- Migration Reports;
- Go-Live Sign-Off;
- Support and Maintenance Plan;
- SLA Documentation;
- Final Project Close-Out Report.

REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM) SOLUTION ENDING AUGUST 2026

m. COMPLIANCE REQUIREMENTS

The bidder must:

- comply with applicable South African legislation;
- comply with POPIA requirements;
- provide valid ISO 9001:2015 certification;
- provide OEM/Original Software Supplier authorisation or support letter where applicable.

Where cloud hosting is proposed, the bidder must additionally provide:

- valid Data Centre Tier Certification.

n. Infrastructure and Hosting Requirements

The bidder must specify:

Requirement	Minimum Requirement
Hosting Model	On-Premise / Cloud / Hybrid
Operating Environment	Windows Server and/or Linux
Database Support	Microsoft SQL, PostgreSQL, Oracle or equivalent
Virtualisation Support	VMware / Hyper-V / equivalent
Web Browser Support	Chrome, Edge, Firefox, Safari
Mobile Support	Android and iOS
High Availability	Required
Disaster Recovery	Required
Backup Capability	Automated daily backup
Scalability	Horizontal and vertical scalability
Load Balancing	Supported
SSL/TLS Encryption	Mandatory

o. EXCLUSIONS

The following are excluded from the current scope:

- large-scale historical back scanning;
- off-site records storage services;
- bulk physical archive digitisation;
- procurement of end-user devices;
- procurement of network infrastructure unless specifically proposed by the bidder as optional value-added services.

**REQUEST FOR PROPOSAL FOR PROVISION OF ENTERPRISE CONTENT MANAGEMENT (ECM)
SOLUTION ENDING AUGUST 2026**

ANNEXURES

ANNEXURE A - PRICING SCHEDULE

BIDDERS MUST COMPLETE THE PRICING TEMPLATE LISTED BELOW.

PRICING SCHEDULE / PROPOSAL.

No.	Cost Category	Amount (Excl. VAT)
1	Project Initiation and Planning	R
2	Business Requirements Analysis	R
3	ECM Software Licensing / Subscription	R
4	Solution Configuration and Customisation	R
5	File Plan Configuration	R
6	Workflow and Electronic Signature Configuration	R
7	System Integration Services	R
8	Data Migration Services	R
9	Testing and Quality Assurance	R
10	Training and Skills Transfer	R
11	Go-Live and Deployment Support	R
12	Technical and User Documentation	R
13	Maintenance and Support – Year 1	R
14	Maintenance and Support – Year 2	R
15	Cloud Hosting Services (If Applicable)	R
16	Backup and Disaster Recovery Services	R
17	Travel and Accommodation (If Applicable)	R
18	Optional Value-Added Services	R
	SUBTOTAL (Excl. VAT)	R
	VAT @ 15%	R
	TOTAL BID PRICE (Incl. VAT)	R