



health

Department:  
Health  
REPUBLIC OF SOUTH AFRICA

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE PHYSICAL, ELECTRONIC STORAGE AND ELECTRONIC RETRIEVAL OF ADMINISTRATIVE, CLAIMANT AND REVENUE FILES OF THE MBOD/CCOD FOR A PERIOD OF FIVE (5) YEARS**

**Bid number: NDoH-29(2024/2025)**

**Index**

1. The following changes are effective
  - 1.1 Section 6.1 “*Bid evaluation stages*” Phase 1 of the document must read as Non-Mandatory instead of None-Mandatory
  - 1.2 Section 6.2 “*Two envelop bidding system*” this requirement must be under “Mandatory requirements”
2. Bidders must not fill in the pricing schedule in the bid document. Pricing must be filled in on the separated pricing schedule and must be in a sealed envelope. Failure to do so will result in disqualification.
3. Attached is the response to the questions and answers.

The completed addendum must be submitted together with the bid document on or before the closing date and time of the bid. The department will not be held responsible for bidders not following the amendments made to the bid.

Initials .....

Bidder’s Signature.....

Date:.....

**ACCEPTANCE AND INCORPORATION OF ADDENDUM**

I/We accept that Addendum No 1 forms part of the Tender Documents.

I/We confirm that I/we -

- (a) have noted the contents of this Addendum
- (b) have fully considered this Addendum
- (c) have incorporated the amendments and additions contained in this Addendum in my/our Tender for Tender No. **Bid number: NDOH-29(2024/2025)**

SIGNED ON BEHALF OF THE TENDERER : .....

NAME OF SIGNATORY (BLOCK LETTERS) : .....

NAME OF TENDERER (BLOCK LETTERS) : .....

TENDERER'S ADDRESS : .....  
.....

TENDERER'S TEL NO : .....

TENDERER'S FAX NO : .....

SIGNATURES OF WITNESSES : 1. ....  
2. ....

NAMES OF WITNESSES (BLOCK LETTERS) : 1. ....  
2. ....

DATE :

Initials .....

Bidder's Signature.....  
Date:.....

## 6. BID EVALUATION CRITERIA

### 6.1 Bid evaluation stages

As part of the normal procurement process, the evaluation of a tender consists of the following stages.

**Phase 1:** Non-Mandatory and Mandatory requirements (Supply Chain Management and Technical requirements)

**Phase 2:** Functionality evaluation (Paper based)

**Phase 3:** Physical Site Inspection by Bid Evaluation Committee

**Phase 4:** Price Evaluation and Specific Goals Evaluation

### 6.2 Supply Chain Management Non-Mandatory requirements

<b>6.2.1</b>	<b>Submission of tax compliance status pin or CSD report</b>
Bidding conditions	<b>Compliance with all Tax Compliance requirements:</b> Attach Tax Compliance Status Pin, where consortium/joint ventures/ sub-contractor are involved, each party to the association must submit separate Tax Compliance status pin or CSD report.

<b>6.2.2</b>	<b>Submission of central supplier database report.</b>
Bidding conditions	Bidder must submit proof of registration with the Central Supplier Database (CSD) (i.e., MAAA..... number)

<b>6.2.3</b>	<b>Standard bidding documents</b>
Bidding conditions	Separate the bid proposal from the pricing schedule.  Bidders are requested to submit a set of bid documents according to the instruction below:

#### **The Hard Copy (constitutes the legally binding bid document)**

All SBD and Bid Response forms must be completed in black typescript. All fields must be completed. Where no electronic entry field is provided, bidders must complete the forms in black ink, handwritten in capital letters. Where information as requested is not relevant, this should be indicated with N/A. After completion, the full PDF document and the Bid Response document must be printed. Bidders must submit their complete

bid in hard copy format (paper document). The signed hard copy of the bid document will serve as the legal bid document.

The duly authorised designee of the entity submitting the bid must attach his/her official signature were indicated on the documents. All pages in the bid submission must be initialled by the same person with black ink. The use of correction fluid is not acceptable. Any change/s must be clearly indicated and initialled. Where certified copies of documents are required, the person certifying such documents must not be associated with the bidder in any way.

### 6.3 Supply Chain Management Mandatory requirements

The following documents/requirements will be mandatory during the bid pre-screening stage. Failure by bidders to comply with the requirements may render their bid incomplete and they will be eliminated from participation in further evaluation stages.

<b>6.3.1</b>	<b>Submission of bid response document on time</b>
Bidding conditions	Bidder must submit the bid response at the correct place within the stipulated date and time.

**\*Late submission of bid documents will lead to the disqualification of the bidder. Incomplete bids and pricing schedules will be deemed non-responsive.**

<b>6.3.2</b>	<b>Compulsory Briefing Session</b>
Bidding conditions	<p><b>A Compulsory briefing session will be held as follows:</b></p> <p><b>Date: 6 February 2025</b>  <b>Time: 11:00am</b>  <b>Venue: MBOD (Medical Bureau for Occupational Diseases) building</b>  <b>(Lecture Hall, 3<sup>rd</sup> Floor)</b>  <b>144 De Korte St, Braamfontein, Johannesburg, 2001</b></p>

<b>6.3.3</b>	<b>Resolution Letter</b>
Bidding conditions	<b>A resolution authorising</b> a particular person to sign the bid documents. The letter should be in the letterhead of the company where applicable and should be duly signed. The resolution does not apply to one-man concern

	business; however, the ownership will be verified against CIPC or CSD reports respectively
--	--

<b>6.3.4</b>	<b>Two envelope bidding system</b>
Bidding conditions	Bidders must submit a set of the bid documents separately from the pricing schedule

**QUESTIONS FROM BIDDERS AND RESPONSES FROM NDOH FOR BID: NDOH 29-2024/2025**

<b>No</b>	<b>QUESTION FROM BIDDERS</b>	<b>DATE</b>	<b>NDOH RESPONSE</b>
1.	Request for the current size of the data that needs to be taken on by the successful bidder	<b>06 February 2025</b>	The current size of the data that needs to be taken on by the service provider is <ul style="list-style-type: none"> <li>• 1.6TB for image data</li> <li>• 50gb Meta data (Sql)</li> </ul>
2.	Request to deviate from the pricing schedule	<b>06 February 2025</b>	Bidders must fill in the pricing schedule as provided. All company costs must be considered when pricing.
3.	3.1 Please confirm the number of boxes to be relocated from your current service provider.  3.2 Your ToR states that you need to digitise an additional 100 000 files and then under your scope of work you mention that we need to take on 1 150 000 claimant files, 10 000 miscellaneous files, 5 000 administrative files, 1 000 revenue files & 30 000 payment files. Is it safe to assume that most of the documents listed above are coming from the existing service provider and have already been scanned we would just need to scan the additional 100,000 files.	<b>12 February 2025</b>	3.1 Unknown – approximately 1.2 million files to be transferred, currently stored in plastic bins  3.2 As noted during the briefing, approximately 250 000 claimant files have been digitised to date. The physical files that have been digitised still needs to be stored as part of the overall storage of physical files.  The 100 000 additional claimant files are to be scanned over the tender period per paragraph 3.2.1. The balance of claimant files will not be digitised during the tender period. Examples of a claimant file were provided at the briefing.  Most of files are coming from existing service provider but some files (administrative, revenue and payment) are at the MBOD/CCOD currently.

No	QUESTION FROM BIDDERS	DATE	NDoH RESPONSE
	<p>3.3 Is there any migration requirement from a legacy system?</p> <p>3.4 Would we need to host the solution?</p> <p>3.5 Will your files be scanned as one PDF or separate PDFs per document type inside a file?</p> <p>3.6 What are the document types?</p> <p>3.7 Will there be any ongoing scanning or is this once-off?</p> <p>3.8 Paper size to be scanned: A4 /A3?</p> <p>3.9 How are your documents stored in those archive boxes? Lever Arch files/ Manila Folders/ Box Wallets/ Batches?</p> <p>3.10 The number of Lever Arch files/ Manila Folders/ Box Wallets/ Batches per box?</p> <p>3.11 How many pages +/- per Lever Arch files/ Manila Folders/ Box Wallets/ Batches to be scanned?</p> <p>3.12 What type of prepping would be required? Removal of staples/ files that are bound/ plastic sleeves etc.?</p> <p>3.13 Any refiling requirements?</p> <p>3.14 Paper colour: White or colour paper</p>		<p>3.3 Data – Meta as well as image data needs to be migrated from the current provider into the new system</p> <p>3.4 Yes, the service provider has to provide the hosting solution</p> <p>3.5 The files need to be scanned per document type (14) as per annexure A to the tender.</p> <p>3.6 Document types are listed per annexure A to the tender.</p> <p>3.7 Ongoing scanning is a requirement for files requested as per the tender paragraph 3.2.2 and 3.2.3</p> <p>3.8 The paper sizes vary due. A3 pages are to be split and scanned to A4 format. Documents in a different format, i.e. lung functions tests etc are to be scanned to an A4 format, multiple pages if necessary.</p> <p>3.9 Currently lever arch files / revenue files etc are stored onsite. The service provider will have to supply boxes for storage</p> <p>3.10 Please refer to 3.9.</p> <p>3.11 Lever arch files are not to be scanned as part of the Tender - only claimant files</p> <p>3.12 Prepping will include removal of staples, bound file, packaged CDs for loading, splitting of documents, cutting of A3 documents to A4 for scanning of Application forms</p> <p>3.13 The physical claimant files are no longer in use and no further documents are added to these files.</p>

No	QUESTION FROM BIDDERS	DATE	NDoH RESPONSE
	<p>3.15 Do your documents contain: Photos/ Pictures or Colour Text / Graphs?</p> <p>3.16 Scan image colour requirements: Colour or Black &amp; White?</p> <p>3.17 Scanning format: PDF or TIFF?</p> <p>3.18 What will our indexing fields be per department?</p>		<p>3.14 Please refer to Annexure A for detailed specifications</p> <p>3.15 Yes</p> <p>3.16 Please refer to Annexure A for detailed specifications</p> <p>3.17 PDF except for Xrays which are scanned in Dicom format</p> <p>3.18 Please refer to 3.14.1 in tender document. For Revenue and miscellaneous files, the index will be determined based on Department, financial year, month, description or similar.</p>