



**the dtic**

Department:  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA

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**Enquiries:** Ms. Yvette Cronje  
**E-mail:** Ycronje@thedtic.gov.za

## **NOTIFICATION TO ALL BIDDERS**

### **dtic 04/25-26: QUESTION & ANSWER**

**BID dtic 04/25-26: APPOINTMENT OF AN OFFSITE STORAGE VENDOR FOR THE DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION (the dtic) FOR A SPECIFIC TERM CONTRACT OF FIVE YEARS.**

**QUESTIONS AND ANSWERS IN LINE WITH SPECIAL CONDITION OF THE TERMS OF REFERENCE.**

#### **On page 2, point 2.5**

1. Files currently stored onsite: Could you please advise what type of files these are (e.g. government soft folders, lever arch files)? This will assist us in determining how many files will fit inside an archive box.

**Response:** It is a combination of files: Government files (Z20), Opti-plan /Tidy File type files, lever arch files, etc.

2. Indexing of files: Please confirm the indexing requirements (i.e. how many fields are needed).

**Response:** Nine (09) fields, but it may vary based on document type (less, not more). Under normal instances the following are required on files: The name of the organisation; File subject tree; File title/description; File reference number; Case file number (if applicable); Volume number (if not the first volume); Dates opened and closed; Disposal instruction / retention period; Security classification.

#### **On page 3, point 3.2.1 (a).**

3. Packing and checking of files: Could you clarify what is required under this point?

**Response:** It relates to verifying that all boxes/files that is currently at Metrofile, are packed, included, collected and transferred to the new service provider.

4. Is the new service provider expected to repack all documents currently stored at Metrofile?

**Response:** No, unless the box is in such a state of deterioration that it cannot be transferred without damaging the files it contains.

5. Must the new service provider also verify all documents inside the boxes currently stored at Metrofile?

**Response:** Not the individual documents, but the files. It is assumed that the new service provider will capture all boxes and files into their own tracking solution, which will require the electronic indexing of the files.

6. Require clarity on the pricing table, it states that prices must be quoted using the table in Annexure A, however this marked as the General Conditions of Contract, there isn't a pricing schedule included, do we use the table in Annexure A for quoting?

**Response:** The tender document has two parts. The first consist of the Standard Bidding Documents (SBD) and General Conditions of Contract (GCC). The second part is the Specification and within the specification reference is made to Annexure A: Pricing (pages 19, 20 and 21 of 21) the last three pages of the entire document. It is these three pages that make provision for Pricing and that must be completed for pricing purposes.

7. Page 2 of 21. You refer to 29 951 boxes — is this the same volume referenced on Page 3 of 21, under point 3.2.1?

**Response:** Yes.

8. Page 3 of 21: Please clarify what is meant by "monthly accrual."

**Response:** The number of new files added/transferred offsite in a specific month.

9. Will retrievals be done on a file or box level?

**Response:** Both

10. Page 4 of 21: Section 3.2.6: Please confirm whether the system referred to here is a track-and-trace system to be implemented at the successful bidder's premises?

**Response:** Confirmed.

11. Section 3.2.7: Please confirm if this refers to a filing room at your premises. If so, kindly provide more details regarding the following?

**Response:** This is not a filing room. It refers to a track and trace system that **the dtic** can use onsite to manage files/boxes before it is transferred to the bidder

12. Is your filing room already set up with shelves, and are you looking for a system to track and trace files stored on-site?

**Response:** Yes, and yes.

13. Which system will we need to migrate data from?

**Response:** Metrofiler.

14. What type of data and how much data (size/volume)??

**Response:** Metadata relating to files/boxes, e.g. Nine (09) fields, but it may vary based on document type (less, not more). Under normal instances the following are required on files (The name of the organisation; File subject tree; File title/description; File reference number; Case file number (if applicable); Volume number (if not the first volume); Dates opened and closed; Disposal instruction / retention period; Security classification).

15. Are your shelves barcoded?

**Response:** No

16. Do you currently have hand scanners?

**Response:** Yes.

17. If not, should we provide them?

**Response:** If it integrates seamlessly with your solution, then yes.

18. Are they wired (plugged into laptops) or mobile?

**Response:** Wired.

19. How many scanners are currently used and how many will be required?

**Response:** 10.

20. Will all 20 users be using the system simultaneously?

**Response:** Yes, with 20 licenses required.

21. When files are booked out internally, will they be moved to different locations within the building?

**Response:** Yes

22. Please provide department names and number of offices, so we can calculate the number of location barcodes required.

**Response:** Not required at this stage.

23. Are you storing files or boxes on the shelves?

**Response:** Files.

24. What is meant by "maintenance and support" — is this related to hardware?

**Response:** It relates to the software. Maintenance: Refers to the ongoing process of modifying and updating an application after its initial release to ensure it continues to function effectively. Support: Refers to the assistance provided to users of the application to ensure they can use it effectively, e.g. technical support, helpdesk support, etc.

25. Please explain what is meant by "upgrades and patch management".

**Response:** Upgrades: A major change to a software application, usually moving to a new version with significant new features, improvements, or architectural changes. Patch Management: The process of deploying small, incremental updates (patches) released by the software vendor to fix bugs, close security vulnerabilities, or make minor improvements.

26. Page 5 of 21 – Section 3.2.10: We do not offer onsite shredding/destruction. Will offsite shredding/destruction be acceptable?

**Response:** This will be acceptable provided that appropriate security and confidentiality measures are applied to prevent unauthorized access to the information, and that disposal certificates are issued once the documents have been destroyed.

27. Are we required to supply destruction bins? If yes, how many bins are needed? Should collections be done weekly, monthly, or as and when required?

**Response:** Yes – 3 – Monthly.

28. Page 19 of 21 – Section A: i) Please confirm that the costing required here should exclude the permanent withdrawal cost from the existing service provider. ii) Our cost would include collection from the current service provider and registering the boxes on our system, correct?

**Response:** i) The permanent withdrawal of files/boxes is provided for in Section B. ii) Correct, for Section A.

29. Page 19 of 21 – Section B: Please confirm that this cost will only apply at the end of the contract.

**Response:** No. Please provide the permanent withdrawal costs based on the 30,000 boxes indicated in paragraph 3.2.1. All bidders are required to quote in Section B, as it will not be possible to compare prices across bidders if the quotations are not presented in this exact format.

30. Page 20 of 21 – Section C. Should we provide unit pricing for all listed services, excluding storage costs, which would be calculated for 30,000 boxes minus 5% annual destruction?

**Response:** Unit pricing should be provided for all services, including storage costs. The storage should be based on the cost per year per box, not on the 30 000.

31. Page 21 of 21 – Insurance Requirements: What type of insurance is required — is it liability insurance?

**Response:** Government does not normally take out separate insurance. The purpose of this requirement is to ensure that the service provider maintains adequate insurance cover (fire, flood, theft, etc.) as part of the service-level agreement. It is assumed that the service provider's insurance is relied on.