

TERMS OF REFERENCE

PROVISION OF OFF-SITE STORAGE SERVICE FOR THE PSETA RECORDS FOR A PERIOD ENDING 31 MARCH 2030

QUOTATION NUMBER:

CLOSING DATE:

CLOSING TIME: 12:00

No late applications will be accepted

1. INTRODUCTION

1.1 The Public Service Sector Education and Training Authority (PSETA) is a Sector Education and Training Authority (SETA) established in terms of section 9(1) of the Skills Development Act 97 of 1998 as amended and is classified as a National Public Entity under schedule 3A of the Public Finance Management Act, 1 of 1999.

2. BACKGROUND & CONTEXT

2.1 The PSETA Policy on Records Management requires that all records created and received by the PSETA shall be managed in accordance with the records management principles contained in Section 13 of National Archives and Records Service of South Africa (NARSSA) Act No. 43 of 1996. It is required therefore that the PSETA keeps its records as per the prescribed retention periods and only destroyed according to proper procedures.

2.2 The purpose of these terms of reference is to appoint a service provider for the provision of off-site storage facility for the records and files of PSETA for a period ending 31 March 2030. The appointed service provider will be responsible for ensuring that PSETA records are securely stored, appropriately classified, easily traceable and readily accessible throughout the contract period ending 31 March 2030.

3. SCOPE OF WORK

3.1 The prospective service provider/bidder is expected to provide a comprehensive and reliable off-site record archiving and retrieval programme, comprising the following:

- Providing a secure off-site archiving facility with adequate fire protection, access control, CCTV, pest control and disaster recovery measures.
- Providing an electronic records management system for registration, barcode tracking, indexing and retrieval of archived records.
- Relocating approximately **7,000 existing archive boxes** from the current off-site storage facility (once-off).
- Supplying and delivering approximately **13,000 M3 archival boxes** (for the contract period), including lids and barcode labels, as and when required.
- Packing, labelling, registering and capturing records on the electronic records management system.

- Collecting and transporting approximately **13,000 archive boxes** from PSETA offices to the off-site storage facility, as and when required.
- The appointed service provider shall provide monthly off-site storage, secure records management and inventory control services for an estimated **13,000 archive boxes** throughout the contract period. This quantity represents the existing archive boxes currently held in off-site storage and within PSETA's offices. The final number of boxes shall be verified during the initial inventory reconciliation, and the service provider shall report any discrepancies to PSETA for confirmation.
- Retrieving and delivering archived records to PSETA offices upon request (estimated 8,000 retrievals).
- Providing secure destruction and disposal services in accordance with NARSSA requirements, subject to prior written authorisation from PSETA.
- Providing digital archiving and records management system training to 60 PSETA employees.
- Submitting monthly inventory and service performance reports.

NB: please note that the quantity provided is for a period ending 31 March 2030. All quantities are estimates for pricing and planning purposes. Payment for monthly storage shall be based on the actual number of boxes stored during each billing period, verified and approved by PSETA.

3.2 Document Retrieval Turnaround Times

The service provider shall adhere to the following minimum turnaround times:

Service	Turnaround Time
Standard document retrieval	Within 24 hours
Urgent retrieval	Within 6 working hours
Emergency retrieval	Within 3 working hours
Electronic retrieval (where available)	Within 2 working hours
Collection of returned records	Within 2 working days
Collection of new archive boxes	Within 3 working days

4. TIMELINES OF THE CONTRACT

4.1 The duration of the contract will be for a period ending 31 March 2030 from the date of appointment.

5. QUALITY AND REPORTING REQUIREMENTS

5.1 The service provider will report to the PSETA Supply Chain Management department and the Corporate Services Executive (CSE) as and when required. Quality management of the service must be ensured by the service provider and will be overseen by PSETA.

6. PRICING

6.1 The proposed total pricing must be inclusive of VAT. The PSETA may require a breakdown of rates on any of the services/items priced and insurance providers are required to provide same. The PSETA reserves the right to negotiate the selection/prioritization of deliverables in line with the contract price. The quantity provided is for a period ending 31 March 2030, price quoted should only be based on the quantity not the number of years that the contract will be running.

7. EVALUATION PROCESS

7.1 The bids will be evaluated on the 80/20 principle with 80 points being allocated for price and 20 points allocated for Specific goals once the minimum functionality criteria are met.

The evaluation will be based on:

Phase 1: Functionality Evaluation		
Phase 2: Preferential Point System	Points allocated for specific goals	Points
Price		80
Special goals		20

Black owned company	8	
Women	4	
Youth	5	
Disability	3	
Total		100

8. FORMAT OF THE BID SUBMISSION

8.1 Proposal/Quotations must be submitted electronically.

8.2 Submission of all applicable documents as indicated below:

- Company profile
- Track record and experience
- Certified copy of doctor's certification with medical practice number to claim points for disability as per SBD 6.1. To claim points on disability, the bidder must provide proof of disability (Medical report/ letter from authorised body/doctor as evidence)
- Certified copies of the director's ID's document
- Certified copy of BB-BEE certificate or affidavit
- Valid Tax compliance status (TCS) PIN or proof of exemption from SARS.
- Copy of the registration document of the organisation (CIPC).
- Copy of the Central Supplier Database registration.

9. IMPORTANT MANDATORY INFORMATION FOR BIDDERS

All Standard Bidding documents (SBD) must be completed and signed.

- SBD 1 (All sections must be fully completed)
- SBD 4 (All sections must be fully completed)
- SBD 6.1 (All sections must be fully completed)
- Proof of registration on Central Supplier Database.
- General Conditions of Contract (All pages must be signed or initialled)

NB: Please note that failure to submit documents requested on section 9 will render the proposal disqualified.

Bid applications must be submitted electronically to:

Ms Lungile Mokoena

email on lungilem@pseta.org.za

Please direct all queries to **Ms Lungile Mokoena** via email on lungilem@pseta.org.za



20 October 2026