

REQUEST FOR QUOTATION

APPOINTMENT OF A SERVICE PROVIDER FOR THE DISPOSAL OF RECORDS, OFFSITE STORAGE, RETRIEVAL AND ARCHIVING OF RECORDS FOR A PERIOD OF THIRTY-SIX (36) MONTHS

RFQ NUMBER	RFQ/INS/2025/26/0068
RFQ ISSUE DATE	18 MARCH 2026
BRIEFING SESSION	N/A
RFQ DESCRIPTION	APPOINTMENT OF A SERVICE PROVIDER FOR THE DISPOSAL OF RECORDS, OFFSITE STORAGE, RETRIEVAL AND ARCHIVING RECORDS FOR A PERIOD OF THIRTY-SIX (36) MONTHS
CLOSING DATE & TIME	25 MARCH 2026 AT 11h30
LOCATION FOR SUBMISSIONS	rfqs@inseta.org.za

Bidders must submit responses via e-mail at: rfqs@inseta.org.za

For any queries or questions, please use above mentioned email address.

The INSETA requests your quotation on the services listed above. Please furnish us with all the information as requested and return your quotation on the date and time stipulated above.

Late and incomplete submissions will invalidate the quote submitted.

SUPPLIER NAME: _____

POSTAL ADDRESS: _____

TELEPHONE NO: _____

FAX NO: _____

E MAIL ADDRESS: _____

CONTACT PERSON: _____

CELL NO: _____

SIGNATURE OF BIDDER: _____

1. BACKGROUND

- 1.1** The Insurance Sector Education and Training Authority (INSETA) is a public entity listed in schedule 3A of the PFMA and was established in March 2000. The INSETA must perform in accordance with any prescribed requirements of Skills Development Act (SDA), the Skills Development Levies Act (SDLA), the Public Finance Management Act (PFMA), the Constitution and any other relevant legislation.
- 1.2** INSETA seeks to appoint a suitable service provider to provide Disposal of Records, Offsite Storage, Retrieval and Archiving of Records for a period of thirty-six (36) months.
- 1.3** The appointed service provider will be also required to facilitate and implement the disposal of documents stored at INSETA Head Office storerooms, the services required for in line with applicable legislation and issue the Disposal Certificate from date of appointment, and offsite storage, retrieval, and archiving of records for a period of thirty-six (36) months effective 01 April 2026

2. SITUATION ANALYSIS

- 2.1** INSETA has contracted offsite storage facility storage based in Selby where document management has been held; the contract is coming to end on 31st March 2026.

3. SCOPE OF WORK

- 3.1** The prospective service provider is expected to provide a comprehensive and reliable services that entail the following:
- 3.1.1** Service provider will be required to retrieve documents from INSETA, then dispose offsite and maintain all regulatory compliance in terms of disposal of documents method - and issue the Disposal Certificate – from date of appointment.
- 3.1.2** The appointed service provider will be expected to provide Collect documents (from current contracted site and from INSETA) Disposal of Records, Offsite Storage, Retrieval and Archiving of Records for a period of **thirty-six (36) months – effective 30th March 2026. (handover plan to be discussed and finalised on appointment)**
- 3.1.3** The service provider is required to make provision of:
- (a) Disposal documents procedure including issuing of a disposal certificate upon conclusion – this process must be finalised by the 30th March 2026.

- (b) Document storage (electronic and physical)
 - (c) A secure and safe archiving facility, which is suitable for the purpose and mitigates risks associated with records storage.
 - (d) An effective records management system that integrates into the INSETA Electronic Document and Records Management Solution (EDRMS) to enable a seamless tracking and retrieval of documents.
- 3.1.4 Retrieval services for stored records at the offsite storage facility and delivery to INSETA offices as and when required.
- 3.1.5 The provision of storage boxes and relevant tracking labels for the records to be transferred from the INSETA to the offsite storage as and when required.

3.2 Disposal of Documents

- 3.2.1 Service provider must have capacity to dispose records in line with the National Archives Act 43 of 1996.
- 3.2.2 Service Provider must be able to dispose documents, and confidential records in a secure environment, which are due for disposal in line with the disposal legislation and issue the Disposal Certificate.
- 3.2.3 Identification of documents and disposing them in line with POPIA Act.

3.3 Document Storage

- 3.3.1 Off-site managed archive storage files, scanning of hard copies into an electronic repository.
- 3.3.2 Record all stored document accurately.
- 3.3.3 Storage area must be large enough to cater for the current INSETA files, documents and records in a secure environment.
- 3.3.4 Provide the INSETA with the ICT offsite back up storage solution.
- 3.5.5 The storage area site must be around Gauteng (service provider must provide a proof of business address or municipality rate account in the name of the company).

3.4 Collection of documents

- 3.4.1 Service provider to collect documents to be archived within 48 hours of request.
- 3.4.2 Relocation of the existing records and files from the current storages /registries and off-site storage facility to the new off-site storage.
- 3.4.3 The service provider should have capacity to manage uploading and retrieving of documents through a software application.

3.5 Retrieval of documents

- 3.5.1 Provide urgent retrieval of documents. The delivery of physical files requested as urgent shall be on an adhoc basis as and when required must be delivered within 24 hours.

3.6 Confidentiality

- 3.6.1 The successful service provider must at all times abide to maintain a high level of confidentiality of information.

3.7 Other services

- 3.7.1 Limit access to any unauthorised individuals.
3.7.2 Record any movements of the files.
3.7.3 Provide a detail report of the archived documents when required.
3.7.4 Provide training / workshop of your filing system for self service.
3.7.5 When required grant permission for site visit of premises where files are stored or for auditing.
3.7.6 Service provider must have storage facilities within the Gauteng region.

4. The following legislation are relevant to this RFQ but not limited to;

- 4.1 National Archives and Records Service Act No.43 of 1996
4.2 Promotion of Access to Information Act No.2 of 2000 (PAIA)
4.3 Promotion of Administrative Justice Act No.3 of 2000 (PAJA)
4.4 Protection of Personal Information Act 4 of 2013 (POPI)

5. DELIVERABLES

- 5.1 To facilitate and implement the disposal of documents stored at INSETA Head Office storerooms. The services is required from date of appointment.
5.2 Document off-site storage for **thirty-six (36) months**.
5.3 The INSETA reserves the right to conduct site visit for the selected service provider.

6. TIMEFRAMES

- 6.1 The duration of the contract will be for a period thirty-six (36) months from date of appointment.

7. CONTRACTUAL OBLIGATION

- 7.1** In the case of the service provider using sub-contractors, the former will be responsible for ensuring delivery of services from any such sub-contractors and for making any payments to such sub-contractors.
- 7.2 Bidder will be subjected to annual review in terms of measuring satisfactory performance.**
- 7.3** Bidders are required to fully comply with the relevant SCM Legislative Framework as well as applicable applications of regulatory prescripts.
- 7.4** Bidders are also required to take all reasonable steps to protect information, in line with the provisions of the POPIA 4 of 2014.

8. ABSENCE OF OBLIGATION & CONFIDENTIALITY

- 8.1** No legal or other obligation shall arise between the service provider and INSETA unless/until both parties have signed a formal contract or Service Level Agreement in place.
- 8.2** The Contract site is at **INSETA**.

9. WORKMEN AND SUPERVISION ON SITE

- 9.1** The service provider shall be held responsible for the conduct of his employees and the conduct of his sub-contractor's employees for the full duration of the contract.

10. RETURNABLE DOCUMENTS

- 10.1** The SBD forms must be fully completed, signed and initialled by the authorised company representative.
 - 10.1.1** RFQ Document - **initial each page**
 - 10.1.2** SBD 4 Bidder's Disclosure - **complete and sign**
 - 10.1.3** SBD 6.1 Preference Points Claim Form – **complete and sign**
 - 10.1.4** General Condition of Contract (GCC) - **initial each page**
- 10.2** Bidder must submit a valid BBBEE Certificate or Sworn Affidavit.
- 10.3** Bidder must submit proof of registration on **CSD (Central Supplier Database)**.

11. MANDATORY CRITERIA

The following compulsory requirements must be provided.

- 11.1 The service provider must submit a minimum of two (2) reference letters from their clients for providing an offsite storage service. Letters must be on the company letterhead, signed, dated and including contactable details.
- 11.2 The bidder must submit proof of the storage area site in Gauteng (service provider must provide a proof of business address) as well as the confirm sufficient storage space – in a company profile as evidence of compliance (bidders to submit company profile).

Note: All bidders who do not comply with the mandatory criteria listed above will be disqualified.

12. PRICING

- 12.1 Service provider must ensure that the price quotations are inclusive of all applicable taxes **(Including VAT). Costing must comprise all the relevant services proposed in the bidder submission.**
- 12.2 Service providers are required to provide pricing for **thirty-six (36) months.**
- 12.3 Service provider must provide cost associated for the disposal services stored at INSETA Head Office storerooms the services
- 12.4 Compliance with the general conditions of the contract.
- 12.5 Prices accepted must remain fixed and firm for a period of **thirty-six (36)**. Any possible price increases or escalations must be considered against a fixed 5.5% annual increased, no additional costs will be admitted later.

12.6 PRICING SCHEDULE

Item No	Description	Year 1 (VAT incl)	Year 2 (VAT incl)	Year 3 (VAT incl)
1.	Disposal services in accordance with NARSA requirements 100 boxes per estimate (estimated 2000 boxes)			
2.	Archiving and Safe keeping records per estimate of 2050 boxes (monthly Cost) x 36 months (including 5.5% annual increase)			
3.	Describe the type of boxes including Leeds 100 per estimate			
4.	Archiving stationery (e.g. Input sheets, and Stickers)			
5.	Collection of boxes for archival, 100 boxes per estimate			
6.	Retrieval of boxes, 1 box per estimate			
7.	Express service, 1 box per estimate			
8.	Data Capturing, 1 input sheet per estimate			
9.	Permanent withdrawal cost of 4000 per estimate			
10.	Take on cost of 2031 boxes			
Total Cost (VAT including 15%)				R

10.6.1 Pricing Schedule - bidders to complete above table.

10.6.2 Bidders are required to submit other costs that are not limited to the pricing schedule. The quotation must align with the scope of work and be on the company's official letterhead.

11. BBBEE and Price

As the tender **price is estimated to be between R30 000 and R50 million including VAT**, the tender responses will be evaluated on the **80/20**-point system.

14. ADJUDICATION USING A POINT SYSTEM

- 14.1** The bidder obtaining the highest number of total points will be awarded the contract unless objective criteria justify the award to another bidder.
- 14.2** Preference points shall be calculated after process has been brought to a comparative basis taking into account all factors of non-firm prices.
- 14.3** In the event that two or more bids have scored equal points in terms of price and preference points for BBBEE, the successful bid must be the one scoring the highest number of preference points for BBBEE - in terms of PPPFA Act 5 of 2000.
- 14.4** However, when functionality is part of the evaluation process and two or more bids have scored equal points for BBBEE, the successful bid must be the one scoring the highest score for functionality.
- 14.5** Should two or more bids be equal in all respect, the award shall be decided by the drawing of lots.

15. POINTS AWARDED FOR PRICE AND PREFERENCE POINT

- (1) The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$P_s = 80 \{1 - (P_t - P_{min})\}$$

P_{min} Where:

P_s = Points scored for comparative price of bid under Consideration

P_t = Comparative price of bid under consideration

P_{min} = Comparative price of the lowest acceptable bid

- (2) A maximum of 20 points may be awarded to a tenderer for the specific goal specified for the tender.
- (3) The points scored for the specific goal must be added to the points scored for price, and the total must be rounded off to the nearest two decimal places.
- (4) Subject to section 2(1)(f) of the Act, the contract must be awarded to the tenderer scoring the highest points.

16. SPECIFIC GOALS POINTS WILL BE WARDED AS FOLLOWS:

16.1 Table 1: Specific goals for the RFQ or bid process and points claimed are indicated per the table below.

16.2 *The 80/20 preference point system is applicable; corresponding points must also be indicated as such. The tenderer must indicate how they claim points for each preference point system.*

The specific goals allocated points in terms of this tender	Number of points allocated (80/20-point system)
Black Ownership 6 points for 100% 3 points for 75-99% 1 point for 51-74%	(Maximum points = 6 points)
Women Ownership 6 points for 75% - 100% 3 points for 51% - 74% 1 point for below 51%	(Maximum points = 6 points)
Youth Ownership 5 points for 75% - 100% 3 points for 51% - 74% 1 point for below 51%	(Maximum points = 5 points)
Company owned by People with disabilities 3 points	(Maximum points = 3 points)
Total	20

Note: Evidence to be submitted by Service Providers: Emerging Micro Enterprise (EME) and Qualifying Small Enterprise (QSE) – affidavit (DTI or CIPC Template), Generic entities – B-BBEE certificate (SANAS accredited) and CSD report.

- 16.3.** Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender will be interpreted to mean that preference points for specific goals are not claimed.
- 16.4.** The organ of state reserves the right to require a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.
- 16.5.** Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender will be interpreted to mean that preference points for specific goals are not claimed.
- 16.6.** The Organ of State reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.
- 16.7.** Bidders who qualify as EME and QSE in terms of the B-BBEE Act must submit a Sworn affidavit. Misrepresentation of information constitutes a criminal offence.
- 16.8.** Bidders other than EME's or QSE's must submit their original and valid B-BBEE status level verification certificate and BBBEE Scorecard, substantiating their B-BBEE rating and black ownership issued by SANAS.
- 16.9.** Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.
- 17. Consortium**
- 17.1.** A consortium is an association of two or more individuals, companies, organisations or governments (or any combination of these entities) with the objective of participating in a common activity or pooling their resources for achieving a common goal.
- 17.2.** A consortium requires that each participant retains its separate legal status and the consortium's control over each participant is generally limited to activities involving the joint endeavour, particularly the division of profits. A consortium is formed by contract, which designates the rights and obligations of each member.
- 17.3.**
- 17.4.** In a consortium, only the lead bidder's credentials both in terms of financial and technical qualifications are considered. Therefore, the interpretation and application to a RFQ/Bid process is such that the lead partner is identified and the following requirements are required as follows:
- 17.5. Lead Partner**

- All administrative documents (consortium agreement between the lead partner and the partner)
- Technical requirements (which will show in the proposal and other requirements why the need for the consortium, which for all intent and purpose fulfils the requirements of the bid through combination of skills)

a) Partner

- Proof of CSD registration.
- Tax Pin.
- BBBEE Sworn-Affidavit.
- SBD 4

17.5.1. It should be taken into cognisance that although the lead partner is the qualifying entity, the partner should prove that it can do business with state-owned entities, through CSD registration, proof that the taxes are compliant, its level of BBBEE status in order to align with the BBBEE status level required by the BID, declare interest and answer questions that it is not a disqualified entity with the National Treasury. The foregoing ensures compliance from an SCM process perspective that the consortium is in order.

17.5.2. Of importance is that in a consortium, each individual team members retain their identities.

17.6. A joint venture

17.6.1. A joint venture is a business entity created by two or more parties, generally characterized by shared ownership, returns and risks and shared governance.

17.7. Unincorporated joint venture:

17.7.1. All SCM documents are filled in by the joint venture in the name of the joint venture, although the submission of administrative documents (partnership agreement between parties) will be completed in the name of the joint venture, and the following will be required from both parties, amongst others

- a) SBD 4
- b) SBD 6
- c) Tax pin

- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

17.8. **Incorporated joint venture**

16.7.1 This aligned to a registered entity or company. A registered entity/ company with a consolidated BBBEE certificate and a bank account in the name of the Joint venture. The required compliance documents must be complete by the entity/ company the name of the joint venture, and the following will be required amongst others.

- a) SBD 4
- b) SBD 6
- c) Tax pin
- d) CSD registration.
- e) The JV agreement will direct which bank account of the two entities will be used.
- f) Consolidated Joint BBBEE Certificate.

16.7.2 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended Sub-contractor is an EME that has the capacity and the ability to execute the sub-contract.

16.7.3 A person awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME that has the capacity and the ability to execute the sub-contract.

18. **COMMUNICATION**

Respondents are warned that a response will be disqualified should any attempt be made by a bidder either directly or indirectly to canvass any officer(s) or employees of INSETA in respect of BID process, between the closing date and the date of the award of the business.

All enquiries relating to this BID should be emailed **three days before the closing date.**

18. CONDITIONS TO BE OBSERVED WHEN BIDDING

18.1 The organization does not bind itself to accept the lowest or any BID, nor shall it be responsible for or pay any expenses or losses which may be incurred by the bidder in the preparation and delivery of his BID submission. The organization also reserves the right to withdraw or cancel the BID at any stage.

No BID shall be deemed to have been accepted unless and until a formal contract / letter of award is prepared and executed.

The competitive shall remain open for acceptance by the Organization for a period of 60 days from the closing date of the BID Enquiry.

INSETA reserves the right to:

- 18.2** Not evaluate and award a bid that do not comply strictly with this BID document.
- 18.3** Make a selection solely on the information received in the Bid Document and Enter into negotiations with any one or more of preferred bidder(s) based on the criteria specified in the terms of reference.
- 18.4** Contact any bidder during the evaluation process, in order to clarify any information, without informing any other bidders. During the evaluation process, no change in the content of the BID shall be sought, offered or permitted.
- 18.5** Cancel this BID at any time as prescribed in the PPPFA.
- 18.6** Should bidder(s) be selected for further negotiations, they will be chosen on the basis of the cost effectiveness and the principal of value for money not necessarily on the basis of the lowest costs.

19. Cost of Bidding

19.1 The bidder shall bear all costs and expenses associated with preparation and submission of its BID submission and the INSETA shall under no circumstances be responsible or liable for any such costs, regardless of, without limitation, the conduct or outcome of the bidding, evaluation, and selection process.

20. Note to Bidders:

20.1 Due diligence may be conducted by INSETA prior to the award of the contract.

END OF TERMS OF REFERENCE DOCUMENT