

Mining Qualifications Authority

7 Anerley Rd, Parktown, Johannesburg, 2193

Tel: 011 547 2600

Email: info@mqa.org.za

www.mqa.org.za



TERMS OF REFERENCE

**ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT
SYSTEM (EDRMS)**

TERMS OF REFERENCE FOR A SERVICE PROVIDER TO PROVIDE AN ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS) TO THE MINING QUALIFICATIONS AUTHORITY (MQA)

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1. BACKGROUND

The Mining Qualification Authority (MQA) is a public entity regarded as a Sector Education and Training Authority (SETA) in terms of item 4A to the second schedule of the Skills Development Act, Act no. 97 of 1998 (SDA). The MQA is listed as a schedule 3(a) public entity in terms of the Public Finance Management, Act no. 1 of 1999 (PFMA) and has an Accounting Authority (the Board) that is constituted in terms of the Mine Health and Safety Act (MHSA), the Skills Development Act (SDA), and its constitution.

Section 13 of the National Archives and Records Service of South Africa (NARSSA) Act (Act No. 43 of 1996 as amended), requires public entities to manage their records in a well-structure record keeping system, and to put the necessary policies and procedures in place to ensure that its record keeping, and records management practices comply with the requirements of the NARSSA Act.

Section 13 (1) of the NARSSA Act (Act No. 43 of 1996 as amended) stipulates that “the National Archivist shall be charged with the proper management and care of public records in the custody of governmental bodies”. While section 13(2)(b)(iii) clearly state that the National Archivist shall “determine the conditions subject to which electronic records systems should be managed”.

2. OBJECTIVE

As part of its ongoing Digital Transformation Strategy, and in alignment with the principles of the Fourth Industrial Revolution (4IR), the MQA recognises the need to modernise its records management environment. This includes ensuring compliance with the National Archives and Records Service of South Africa (NARSSA), enhancing information governance, improving accessibility, and promoting operational efficiency.

Currently, the MQA maintains both physical and electronic records, with storage distributed across:

- Approximately **3,100** boxes (Standard Boxes) housed at the MQA Head Office.
- Around **100** boxes in its 6x Regional Offices.
- Over **4,500** boxes stored off-site with a third-party storage provider.

These records are governed by various legal and regulatory frameworks, including (but not limited to):

- National Archives and Records Service of South Africa Act, 1996 (Act No. 43 of 1996)
- Protection of Personal Information Act (POPIA), 2013
- Protection of Information Act, 1982
- Minimum Information Security Standards (MISS)
- Promotion of Administrative Justice Act (PAJA), 2000
- King IV Report on Corporate Governance
- Protocol on Corporate Governance in the Public Sector
- SANS 15489 – Records Management
- SANS 15801 – Trustworthiness and reliability
- SANS 23081 – Metadata for records
- SANS (ISO) 16175-2:2014 – Functional requirements for digital records systems

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To align with these requirements and advance its digital readiness, the MQA seeks to procure the services of a qualified and experienced service provider to deliver an end-to-end records management solution that includes:

- Development, approval and implementation of:
 - a File Plan that must be approved by the National Archivist of South Africa
 - a Register Procedure Manual
 - Retention and Disposal schedule
 - Schedule of Records other than correspondence
 - Records Management Manual (Standard Operating Procedure)
 - Records Management Policy
- Development and implementation of a compliant electronic document, records and management system (EDRMS) which includes electronic signature system with required workflows.
- Full digitisation of historical and current physical records to comply with the approved records management policy, file plan to meet NARSSA Compliance and regulations requirements.
- Complete migration of historical (including back-scanning of current physical records) and current electronic records to comply with the approved file plan to meet NARSSA Compliance
- Establishment of a functional registry office with updated policies and procedures.
- Integration of metadata standards
- Deployment of a secure, scalable, and auditable EDRMS with automated workflows and disposal mechanisms.
- Alignment with business continuity and disaster recovery requirements.

This initiative will enable the MQA to:

- Comply with NARSSA and other relevant statutory requirements
- Preserve its institutional memory.
- Enhance transparency and accountability.
- Improve service delivery and information access.
- Ensure the authenticity, integrity, confidentiality, and auditability of its records.

Ultimately, this procurement is central to the MQA's goal of becoming a fully digital, compliant, and agile public entity that is responsive to sectoral and national imperatives.

3. SCOPE OF WORK

The appointed service provider must be able to provide a professional, efficient records management system solution. The bid proposal must cover, but not limited to the following:

3.1. Governance

Design and produce the following that must be aligned and approved by NARSSA:

- MQA Records Management Policy
- MQA File Plan
 - Main Series
 - Schedule of records other than correspondence
 - Classification & Indexing
 - Retention Schedule
 - Disposal Schedule

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- As well as all the other factors that need to be included for a sound MQA records management
- MQA Registry Procedure Manual

3.2. Records preparation and digitisation

The appointed service provider will be required to:

- Sort, organise, classify, scan and digitise all records as per the approved MQA File plan
- Remove scanning obstructions (such as staples, file binders, etc) when preparing for scanning and digitising all records.
- All records to be digitised at the MQA Premises
- All records must be prepared for offsite storage as per the offsite storage requirements after being digitised
- Identify and prepare physical records for disposal as per the disposal procedures and issue destruction certificate in line with NARSSA Standards
- The service provider will be required to develop a record tracking and retrieval system for all physical records in their care.

3.3. Physical Records Management

The appointed service provider will be required to:

- Design and recommend a fully functional and compliant registry office to support efficient records management.
- Develop and recommend clear and comprehensive Standard Operating Procedures (SOPs) for all registry functions.
- Recommend secure areas for sorting, filing, digitisation, and review of records, including the proper handling of classified and confidential information.
- Recommend strategies to maintain detailed logbooks to track the movement of records and monitor visitor access within the registry environment.
- Recommend segregated storage solutions for records based on their lifecycle stage, including active, semi-active, and archival categories.
- Recommend Clearly demarcate and label all sensitive or confidential zones to support compliance with information security protocols.
- Develop and standardise monthly and quarterly reporting templates to facilitate consistent monitoring, analysis, and oversight of registry activities that is required by NARSSA.

3.4. EDRMS Development / Customisation and Implementation

The appointed service provider will be required to:

- Implement classification based on the approved file plan, ensuring logical structuring and accurate categorisation of records.
- Provide robust version control and maintain comprehensive audit trails for all record interactions.
- Enable sensitivity tagging of records in alignment with the Minimum Information Security Standards (MISS).
- Enforce secure, role-based access control and integrate with Single Sign-On (SSO) and multi-factor authentication for secure user verification.

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- Support automated retention scheduling and disposal tracking, with functionality to apply legal holds when necessary.
- Accommodate both structured (correspondence) and unstructured (non-correspondence) records within a single unified platform.
- Facilitate bulk and individual record processing to support operational efficiency.
- Allow secure access for external users, including third parties involved in contracts, audits, or other authorised engagements.
- Seamlessly integrate with the NARSSA-approved file plan and retention schedule, supporting unlimited digital folders with each folder mapped to a specific record category.
- Enable the extraction, classification, and secure storage of records from existing MQA platforms such as SharePoint, OneDrive, and shared drives, with applied retention and disposal controls.
- Deliver high performance, reliability, and scalability to handle large volumes of data and users efficiently.
- Ensure the system is configured according to NARSSA Advisory Template No. 2 and successfully evaluated and approved by NARSSA.
- Support the integration and migration of legacy records from existing servers and repositories into the new EDRMS.
- ~~Guarantee~~ Ensure compliance with
 - SANS 15489 – Records Management
 - SANS 15801 – Trustworthiness and reliability
 - SANS 23081 – Metadata for records
 - SANS (ISO) 16175-2:2014 – Functional requirements for digital records systems and relevant NARSSA standards for recordkeeping systems.
- Ensure full compatibility with existing digital record systems to allow smooth migration and interoperability.
- Embedded Functionality Must Include:
 - Advanced metadata-based search capabilities for quick and precise retrieval.
 - Automatic record declaration upon upload or approval to maintain control and compliance.
 - Role-Based Access Control (RBAC) to manage permissions by user roles.
 - Multi-factor authentication (MFA) for enhanced login security.
 - Automated classification of records based on defined rules and metadata.
 - Real-time document tracking throughout the lifecycle.
 - Secure hosting within the borders of South Africa to ensure data sovereignty.
 - Sensitivity classification of records consistent with MISS and internal policies.

3.3.1 Record Integrity, Authenticity, and Compliance

- Guarantee that all records remain authentic, tamper-resistant, verifiable, and securely maintained throughout their lifecycle.
- Ensure full compliance with the NARSSA Act, POPIA, applicable data protection laws, and relevant internal governance policies.
- Apply sensitivity classification to documents in accordance with the Minimum Information Security Standards (MISS).
- Maintain detailed and traceable audit trails of all user interactions and modifications to support accountability and transparency.

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- Implement comprehensive audit logging mechanisms to monitor and record system activity.
- Provide secure, well-organised digital storage with embedded metadata, classification levels, version control, and automated retention and audit capabilities.
- Ensure the EDRMS meets all NARSSA compliance requirements and is officially recognised as suitable by the National Archives.

3.3.2 Accessibility and User Experience

The system must deliver robust, secure, and user-centric capabilities to manage access rights, safeguard information, and support seamless record lifecycle management in line with regulatory requirements and organisational standards.

- Enable fine-grained access controls for individuals and groups to manage permissions at all levels.
- Restrict upload and download functions strictly to authorised users to maintain data security.
- Implement multi-factor authentication (e.g., one-time PIN) to verify user identities and strengthen access security.
- Ensure secure, role-based access through the MQA network, aligned with internal user management policies.
- Facilitate real-time tracking of both digital and physical records, with precise location mapping and full lifecycle visibility.
- Maintain synchronisation between electronic and physical records, across on-site and off-site locations, throughout their lifecycle.
- Provide advanced metadata-driven search capabilities for fast and accurate record retrieval.
- Support customisation of the user interface to reflect MQA's corporate identity and align with internal IT governance standards.
- Allow secure, remote access to the system via the MQA computer network, based on assigned user rights.
- Deliver an intuitive and user-friendly interface, with the option to incorporate MQA branding for consistency and ease of use.

3.3.3 System Architecture and Performance

- Ensure consistent performance and system stability under both normal operating conditions and peak or abnormal loads.
- Demonstrate high levels of reliability and scalability, with the ability to efficiently handle large volumes of users and growing data demands.
- Provide robust functionality for the management of duplicate records, including tools for merging, editing, and maintaining data integrity.
- Clearly demonstrate the system's ability to remain continuously available and fully operational in order to support critical business continuity requirements.
- The EDRMS must be fully integrated with all existing and future MQA systems as a mandatory architectural requirement. Integration shall ensure seamless interoperability, controlled information exchange, end-to-end auditability, regulatory compliance (including alignment with POPIA), and adherence to corporate governance and sound records management principles across the organisation.

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3.3.4 Automation and Workflow

- Enable enterprise-wide tracking of all documentation — from creation through to retention and final disposal.
- Automate retention schedules and generate compliant disposal schedules for approval by the National Archives and Records Service of South Africa (NARSSA).
- The EDRMS must serve as a comprehensive, end-to-end digital solution that manages the full document and records lifecycle — including creation, classification, storage, retention, and disposal.
- Ensure the ability to track both electronic and physical records, support remote access for authorised users, and maintain seamless synchronisation across all systems.
- Maintain full synchronisation between physical and digital records across on-site and off-site locations, ensuring accurate tracking of record locations at all times.

3.3.5 Disposal Requirements

- Generate disposal schedules for NARSSA approval.
- Obtain disposal authority approval from NARSSA to dispose records
- Identify and dispose all records (both physical and Electronic) that are due for disposal as per the disposal procedure and produce an authentic and auditable destruction certificate/s of records disposed.
- Automate retention and disposal periods for all record categories.
- Support legal holds on records and non-records, including emails.

3.3.6 Dashboard and Reporting

- Incorporate analytics and reporting features to help users gain insights from their records data.
- The service provider should provide a dashboard that can be extracted for reporting purposes
- Also provide a function to extract the following information in various formats including pdf and MS Excel data sheets the quantifies, but not limited to:
 - File composition
 - Locations
 - System activity
 - Archive reports
 - User activity
 - Destruction registers/certifications
 - Retention Periods
 - Disposals Summary
 - NARSSA Inspection Report (Quarterly, Bi- Annual & Annual)
- Describe the current state of records such as completed, in progress, retention and disposal metrics
- Diagnostic insights to highlight non-compliant concerns
- The system should allow a drilldown functionality for segmented and hierarchical insights (such as divisional, department, Business Unit, Project, Folder, Main series) which must provide the statuses of those records in various digital formats (e.g. excel, word, pdf, csv, etc)
- Provide flexibility for customisation of various dashboards as per MQA preferences.

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3.3.7 AI Assistant

- Use advanced AI language models to create one MQA AI assistant
- Must be able to process information, answer questions, and perform tasks through conversation — like a virtual assistant that reads, writes, reasons, and creates.
- The AI Assistant must exclusively source its data only from the EDRMS to ensure accuracy, security, and compliance.
- Main Functions
 - Information & Research – Explains topics, summarizes content, and finds recent information.
 - Writing & Editing – Drafts, rewrites, and improves professional or creative documents.
 - Data & Analysis – Interprets data, builds insights, and explains reports or dashboards.
 - Business Support – Prepares proposals, reports, and marketing content.
 - It must be capable of generating meaningful images based on user prompts and creating graphs and visualisations derived from actual data, metrics, and measures.
 - Must be able to perform statistical analysis on the source data and produce recommended graphs, infographics and other visual expressions to interpret information

3.5. Security & Compliance

- Ensure the authenticity, integrity, and auditability of all records throughout their lifecycle.
- Ensure full compliance with the NARSSA Act, POPIA, and other applicable data protection and privacy legislation.
- Enable sensitivity classification of records in alignment with the Minimum Information Security Standards (MISS) and internal MQA policies.
- Enforce robust multi-factor authentication mechanisms (e.g., one-time PIN) to strengthen system access controls.
- Implement automated audit trail functionalities that comprehensively log user activity and changes to records, ensuring regulatory compliance, traceability, and system-level accountability.
- Maintain strong online security controls that do not compromise authorized access or the integrity of records.
- Store all records and associated data securely within the borders of South Africa.

3.6. Electronic Signatures

- 3.6.1. Template Management
 - Provide functionality for storage, retrieval, and selection of document templates for utility purposes.
- 3.6.2. Signature Authentication
 - Incorporate a secure signature authentication mechanism to verify signatories.
 - Enable OTP generation and validation for secure signing processes.
 - Integrate with Single Sign-On (SSO) and support Role-Based Access Control (RBAC) for user authentication and authorization.

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- 3.6.3. Automated Signature Workflow
 - Support automation of signature workflows, including predefined sequential or parallel signing chains.
- 3.6.4. Post-Signature Routing
 - Allow for routing and storage of documents once all required signatures have been completed.
- 3.6.5. Live Tracking and Audit Trail
 - Provide real-time tracking and tracing of documents throughout the signing process, including duration analytics to indicate where and for how long a document is held.
- 3.6.6. Signatory Support
 - The solution must support both individual and bulk document signing requirements.
 - Allow for external signatures

3.7. Training and Capacitation

- Deliver comprehensive training for end users, records management staff, and system administrators.
- Provide user guides, process flows, manuals, and tutorial videos.
- Conduct workshops and ongoing support sessions.

3.8. Support and Maintenance

- Provide post implementation support and maintenance (including any possible software licences renewals (as far as applicable).
- Include system upgrades, security patches, and corrective maintenance.
- Provide a helpdesk or ticketing system for issue resolution.

3.9. Project Management

The appointed service provider must:

- Provide a qualified and experienced Human Resources for the full project delivery and post implementation support & maintenance.
- The appointed service provider must submit a comprehensive project plan and implementation roadmap within a period not exceeding four (4) months from the commencement date.
 - This period shall include an initial assessment phase of up to three (3) months, during which the service provider must conduct an evaluation of the MQA's current records management environment, including physical and electronic records, governance frameworks, and existing systems.
 - The final project plan and roadmap must clearly define the implementation approach, phases, timelines, milestones, resource allocation, and dependencies for the full execution of the project, from inception to full operationalisation.
 - The plan must be aligned to the Scope of Work and Deliverables outlined in Sections 3 and 4 of this Terms of Reference and must, at a minimum, include:
 - Development, approval, and implementation of all records management governance documentation (including the File Plan, Records Management Policy, retention and disposal schedules, and related frameworks);

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- Establishment of a compliant and functional registry office, including processes, procedures, and infrastructure;
 - Digitisation of physical records and migration of electronic records in line with the approved File Plan and applicable standards;
 - Configuration, customisation, integration, and full implementation of the Electronic Document and Records Management System (EDRMS);
 - Implementation of security, compliance, and access control measures in alignment with applicable legislation and standards;
 - Deployment and integration of the AI Assistant within the EDRMS environment;
 - Implementation of retention and disposal processes, including obtaining disposal authority approvals and execution of records destruction in accordance with National Archives and Records Service of South Africa requirements;
 - Training, change management, and transition to full system functionality and business-as-usual operations.
- The roadmap must demonstrate a clear, structured, and achievable pathway to deliver an end-to-end, compliant, and fully functional records management solution within the overall project lifecycle.

4. DELIVERABLES

- Records Management Governance Documentations.
- Digitised Records Repository – All MQA records sorted, scanned, and digitised according to the approved file plan.
- Integration with the current and possible future MQA application systems (e.g. IMIS and ERP systems currently under development).
- Record Tracking and Retrieval System – For managing and locating physical and electronic records.
- Destruction Certificates – For records disposed of in line with NARSSA standards.
- Offsite Storage-Ready Physical Records – Properly prepared and indexed after digitisation.
- Registry Office Design and Layout Plan – Functional, compliant design for records management operations.
- Standard Operating Procedures (SOPs) – Covering all registry and records management functions.
- Security and Access Control Plan – Including classified information handling and storage zoning.
- Registry Reporting Templates – Monthly and quarterly reports aligned with NARSSA requirements.
- Fully Implemented EDRMS – Configured per MQA's file plan, compliant with NARSSA and ISO standards.
- Migrated Legacy Records – From SharePoint, OneDrive, shared drives, and other existing repositories.
- Audit Trails and Version Control Mechanisms – Ensuring authenticity, traceability, and accountability.
- Metadata and Classification Framework – For consistent tagging, retrieval, and record management.
- Access Control Configuration – Role-based, SSO, and multi-factor authentication setup.
- Retention and Disposal Automation – Including disposal schedules, approvals, and destruction tracking.

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- Integrated AI Assistant – Secure, EDRMS-based AI tool for search, analysis, reporting, and content creation.
- Dashboard and Reporting Tools – Customisable analytics dashboards and exportable reports.
- System Architecture and Performance Documentation – Detailing scalability, uptime, and reliability measures.
- Automate the NARSSA Inspection report for Quarterly, Bi-Annual and Annual submissions
- Security Compliance Documentation – POPIA, MISS, and NARSSA compliance evidence.
- Storage Requirements – all records must be stored within the borders of South Africa
- Electronic Signature Solution – With template management, secure authentication, and workflow automation.
- Signature Audit and Tracking Dashboard – For monitoring signing processes and durations.
- Training and User Support Materials – Manuals, videos, workshops, and post-training evaluations.
- Post-Implementation Support Plan – Including helpdesk/ticketing system and maintenance schedules.
- System Upgrade and Maintenance Logs – Covering patches, updates, and corrective maintenance.
- Comprehensive Project Plan and Roadmap – With milestones, timelines, and resource allocation.
- Project Progress and Completion Reports – Regular updates and final handover documentation.

5. CONTRACTUAL TERMS

- The service provider will be appointed for a period of 3 years, inclusive of the implementation of deliverables, migration, support and ensure end to end Records Management Solution for business continuity.
- All data and materials developed remain the property of MQA.
- Service provider to ensure full data governance (i.e. security and protection and risk mitigation).
- Final project handover must include all documentation, credentials, licenses, and source codes (if applicable).

6. PROJECT PRICING

- The amount quoted must be denominated in South African Rand, and should include VAT.
- The quoted price for services should be itemised and in line with the specified scope of work.

7. EVALUATION CRITERIA

Proposals for the appointment of the service provider will be evaluated in five (5) phases. The first phase will be compliance requirements, the second phase will be mandatory requirements, the third phase will be functionality, the fourth phase will be demonstrations, and the fifth phase will be price and specific goals in accordance with the PPPFA.

7.1. Phase One (1): Compliance

Returnable documents to be submitted:

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- 7.1.1. Proof of registration on Central Supplier Database System (CSD)
- 7.1.2. Valid Tax Clearance Certificate (Refer to SBD 2: Tax Clearance Certificate Requirements) or Tax PIN;
- 7.1.3. B-BBEE Certificate of Measured Entity (if no certificate is received, a score of zero will be allocated for evaluation purposes);
- 7.1.4. SBD 1: Invitation to Bid fully completed and appropriately signed;
- 7.1.5. SBD 3.3: Pricing Schedule fully completed and appropriately signed;
- 7.1.6. SBD 4: Declaration of Interests Form fully completed and appropriately signed;
- 7.1.7. SBD 6.1: Preference Points Claim Form, fully completed and appropriately signed;

NB: Service providers who fail to submit the above documents will be disqualified and will not be evaluated further, however, to the extent that the applicable laws and regulations permit, Service providers will be contacted to address outstanding information within a reasonable timeline as determined by the MQA. The request for such outstanding information will not be information that affects the substance of the proposal or that gives a Service provider unfair advantage to the other bidders.

7.2. Phase Two (2): Mandatory Requirements

Services providers are required to:

- Provide a signed letter from NARSSA indicating that the EDRMS has been assessed and deemed suitable for use.
- provide an ISO/IEC 27001 certificate – which demonstrates that an organisation has established, implemented and maintained a robust Information Security Management System.

NB. The MQA reserves the right to verify all submitted mandatory requirement documentation with the relevant issuing authorities, regulatory bodies, or certification entities. Where such verification is unsuccessful, or where the submitted documentation is found to be invalid, fraudulent, or not attributable to the bidder, the bid will be deemed non-compliant and disqualified from further evaluation.

7.3. Phase Three (3): Functionality

The proposal will be evaluated on a five-point scale as follows:

- 0 = Required documents not submitted
- 1 = Poor, does not meet criteria.
- 2 = Fair, less than acceptable. Not sufficient for performance requirements.
- 3 = Satisfactory, adequate for the performance requirements.
- 4 = Very Good, above the average compliance to the requirement.
- 5 = Excellent, exceptional mastery of the requirement.

Table 1: Functionality

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
Institutional or Organisational experience	Provide a minimum of 3 reference letters. Digitization of physical records in line with the NARSA in the public sector. Development / customisation and implementation of the EDRMS For the reference letter to comply it must have the following: • Be on the client's letter head, signed by relevant officials, dated, with contactable details (email/phone numbers), work done within 5 (five) years prior to closing date of request for proposal. • Explaining the work (records digitization and implementation of EDRMS) that was done. • Confirming that the work was executed successfully within timeframes and/or the client is happy to recommend the service provider. • Indicating the start and end date of the project. NB: The MQA reserves the right to contact the provided reference clients via their provided contact details and should such reference clients not confirm the work and services as in the reference letter the MQA shall consider such a provided letter non-compliant.	20	0 = No compliant reference letters submitted 1 = 1 compliant reference letter provided 2 = 2 compliant reference letters provided 3 = 3 compliant reference letters provided. 4 = 4 compliant reference letters provided. 5 = 5 or more compliant reference letters provided

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
Capacity and expertise of a Project Manager, in records digitization and implementation of EDRMS solution AND Qualifications of the personnel for Project management, in records digitization and implementation of EDRMS solution	Project Manager: 2.1 Experience: Provide a CV of an individual with 3 – 5 years' experience in Project Management, in the records digitization and implementation of the EDRMS solution. NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.	5	0 = No compliant CV submitted 1 = A CV provided of a Project Manager with less than 2 years relevant experience in Project management. 2 = A CV provided of a Project Manager with 2 – less than 3 years relevant experience in Project management. 3 = A CV provided of a Project Manager with 3 – less than 4 years relevant experience in Project management. 4 = A CV provided of a Project Manager with 4 – less than 5 years relevant experience in Project management. 5 = A CV provided of a Project Manager with 5 or more years relevant experience in Project management.
	2.2 Qualifications: Provide a qualification AND <u>project management certification</u> for an experienced resource in (2.1) above for the project management in the records digitization and implementation of EDRMS solution.	5	0 = No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less, and a project management certification submitted. 2 = Qualification pitched at NQF level 5, and a project management certification submitted. 3 = Qualification pitched at NQF level 6, and a project management certification submitted. 4 = Qualification pitched at NQF level 6, and a project

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
			management certification submitted. With membership to one relevant professional body 5 = Qualification pitched at NQF level 7, and a project management certification submitted. with membership to one relevant professional body
Capacity and expertise of a Project Leader, in the records digitization project AND Qualifications of the personnel for Project leader for the records digitization project	Project Lead: 3.1 Experience: Provide a CV of an individual with 3 – 5 years' experience as Project Lead, in the records digitization project NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.	5	0 = No compliant CV submitted 1 = A CV provided of a Project Lead with less than 2 years relevant experience as Project Leader, in a records digitization project. 2 = A CV provided of a Project Lead with 2 – less than 3 years relevant experience as Project Leader, in a records digitization project 3 = A CV provided of a Project Lead with 3 – less than 4 years relevant experience as Project Leader, in a records digitization project. 4 = A CV provided of a Project Lead with 4 – less than 5 years relevant experience as Project Leader, in a records digitization project. 5 = A CV provided of a Project Lead with 5 or more years relevant experience as Project Leader, in a records digitization project

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
	3.2 Qualifications: Provide a qualification AND Records Management certification or NARSA Certification in Records Digitisation for an experienced resource in (3.1) above for the project lead in the records digitization and implementation of EDRMS solution.	5	0 = No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less, and a Records Management certification or NARSA Certification in Records Digitisation submitted. 2 = Qualification pitched at NQF level 5, and a records Management certification or NARSA Certification in Records Digitisation submitted. 3 = Qualification pitched at NQF level 6, and a Records Management certification or NARSA Certification in Records Digitisation submitted. 4 = Qualification pitched at NQF level 6, and a Records Management certification or NARSA Certification in Records Digitisation submitted. With membership to one relevant professional body 5 = Qualification pitched at NQF level 7, and a Records Management certification or NARSA Certification in Records Digitisation submitted with membership to one relevant professional body
Capacity and expertise of a system developer, in development, configuration and customisation of the EDRMS AND Qualifications of the personnel for a system developer, in development,	System / Software Developers 4.1 Experience: Provide a CV of an individual with 3 – 5 years' experience in System / Software development, in the development, configuration	5	0 = No compliant CV submitted 1 = A CV provided of a system developer with less than 2 years relevant experience in development, configuration and customisation of the EDRMS

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
configuration and customisation of the EDRMS	and customisation of the EDRMS NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.		2 = A CV provided of a system developer with 2 – less than 3 years relevant experience in development, configuration and customisation of the EDRMS 3 = A CV provided of a system developer with 3 – less than 4 years relevant experience in development, configuration and customisation of the EDRMS 4 = A CV provided of a system developer with 4 – less than 5 years relevant experience in development, configuration and customisation of the EDRMS 5 = A CV provided of a system developer with 5 or more years relevant experience in development, configuration and customisation of the EDRMS
	4.2 Qualifications: Provide an IT Qualification with software development for an experienced resource in (4.1) above for the system developer in the development, configuration and customisation of the EDRMS.	5	0 = No qualification/s provided, Irrelevant Qualification /s 1 = Qualification with software development pitched at NQF level 4 or less submitted. 2 = Qualification with software development pitched at NQF level 5 submitted. 3 = Qualification with software development

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
			pitched at NQF level 6 submitted. 4 = Qualification with software development pitched at NQF level 6 submitted. With membership to one relevant professional body 5 = Qualification with software development pitched at NQF level 7 submitted. with membership to one relevant professional body
Capacity and expertise of a Project Manager, in records digitization and implementation of EDRMS solution AND Qualifications of the personnel for Project management, in records digitization and implementation of EDRMS solution	Business Analyst: 5.1 Experience: Provide a CV of an individual with 3 – 5 years' experience as a Business Analyst, in the business and process analysis (re-engineering) in the implementation of the EDRMS. NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.	5	0 = No compliant CV submitted 1 = A CV provided of a business analyst with less than 2 years relevant experience in business and process analysis (re-engineering) in the implementation of the EDRMS. 2 = A CV provided of a business analyst with 2 – less than 3 years relevant experience in business and process analysis (re-engineering) in the implementation of the EDRMS. 3 = A CV provided of a business analyst with 3 – less than 4 years relevant experience in business and process analysis (re-engineering) in the implementation of the EDRMS. 4 = A CV provided of a business analyst with 4 – less than 5 years relevant experience in business and process analysis (re-engineering) in the

TERMS OF REFERENCE FOR A SERVICE PROVIDER TO PROVIDE AN ELECTRONIC DOCUMENT AND RECORDS MANAGEMENT SYSTEM (EDRMS) TO THE MINING QUALIFICATIONS AUTHORITY (MQA)

KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
			implementation of the EDRMS. 5 = A CV provided of a business analyst with 5 or more years relevant experience in business and process analysis (re-engineering) in the implementation of the EDRMS.
	5.2 Qualifications: Provide an IT Qualification and Business Analysis Certificate for an experienced resource in (5.1) above for the business and process analysis (re-engineering) in the implementation of the EDRMS.	5	0 = No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less, and a Business Analysis Certification submitted. 2 = Qualification pitched at NQF level 5, and a Business Analysis Certification submitted. 3 = Qualification pitched at NQF level 6, and a Business Analysis Certification submitted. 4 = Qualification pitched at NQF level 6, and a Business Analysis Certification submitted. With membership to one relevant professional body 5 = Qualification pitched at NQF level 7, and a Business Analysis Certification submitted. with membership to one relevant professional body
Capacity and expertise of Project Administrators, in the records digitization project AND Qualifications of the personnel for Project Administrator for the	Project Administrators: 6.1 Experience: Provide a CVs of project administrators with 3 – 5 years' experience in records digitization.	5	0 = No compliant CV submitted 1 = 1 CV provided of Project Administrator with less than 2 years relevant experience as Project administrator in a records digitization project.

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
records digitization project	NB: MQA will only accept CVs as per the template provided in Annexure A. CVs on a template other than the one provided in the Annexure A will not be considered during the evaluation.		2 = 2 CVs provided of Project administrators with 2 – less than 3 years relevant experience as Project administrator in a records digitization project 3 = 3 CVs provided of Project administrators with 3 – less than 4 years relevant experience as Project administrator in a records digitization project. 4 = 4 CVs provided of Project Administrators with 4 – less than 5 years relevant experience as Project Administrator in a records digitization project. 5 = 5 CVs provided of Project administrators with 5 or more years relevant experience as Project Administrator in a records digitization project
	6.2 Qualifications: Provide a qualification AND Records Management certification or NARSA Certification in Records Digitisation for an experienced resource in (6.1) above for the project lead in the records digitization and implementation of EDRMS solution.	5	0 = No qualification/s provided, Irrelevant Qualification /s 1 = Qualification pitched at NQF level 4 or less submitted. 2 = Qualification pitched at NQF level 5 submitted. 3 = Qualification pitched at NQF level 6 submitted. 4 = Qualification pitched at NQF level 6 submitted. With Records Management certification or NARSA Certification in Records Digitisation 5 = Qualification with software development pitched at NQF level 7 submitted. with Records Management certification

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
			or NARSA Certification in Records Digitisation
Detailed High Level Project Plan and Methodology	Provide a proposed project plan Including tasks, timeframes, resource allocation, milestones and a risk register. Note: The tasks in the project plan must be aligned but not limited to the scope of work and deliverables in sections 3 and 4 of the ToR. Plan and Methodology showing: - Digitisation of records which includes: - The file plan approval process; - The back-scanning in line with the approved file plan - transferring of physical records into the Registry Office / Space Implementation of the EDRMS Solution. The plan shall also show the timelines for the entire project and how integration will take place. The bidder must also indicate their strategy to migrate data and records from current systems and other sources to the new system.	5	0 = No submission. 1 = Plan submitted is not aligned with sections 3 and 4 of the terms of reference and does not have tasks, timeframes, and resource allocation. 2 = Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, or timeframes, or resource allocation. 3 = Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, and resource allocation. 4 = Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, resource allocation, and milestones of each phase as indicated in sections 3 and 4 of the terms of reference AND risk register of risks associated with this project with proposed mitigating factors. 5 = Plan submitted is aligned with sections 3 and 4 of the terms of reference and has tasks, timeframes, resource allocation, and milestones

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KPA	ELEMENT FUNCTIONAL	WEIGHT	SCORING CRITERIA
			of each phase as indicated in sections 3 and 4 of the terms of reference, AND a risk register of risks associated with this project with proposed mitigating factors AND any additional activities which may be necessary for this project (e.g. training, change management (technical), etc.).
Total		Total = 70	

The minimum threshold is 56 out of 70 points for Phase 3 for Functionality.

- A Bidder that scores **less than 56 points out of 70 points for phase 3** in respect of the **functionality evaluation** will be regarded as submitting a non-responsive proposal and will not be evaluated further in the next evaluation phases.
- Bidders who **achieve the minimum threshold on functionality score will be short-listed for the Demonstration Presentation.**
- All the Service Providers who score 56 and above will be evaluated further on the system demonstrations.**

7.4. Phase Four (4): System Demonstration

All the Service Providers who score 56 and above will be evaluated on the system demonstrations:

KPA	ELEMENT	WEIGHT	SCORING CRITERIA
Provide the adjudication committee with a system demo in which support the items listed in the Scope of work and deliverables.	End-to-End Records Lifecycle Demonstration - Capture → Classification → Storage → Retrieval → Retention → Disposal - Legal holds and disposal approval (NARSSA aligned)	3	0 = Incomplete lifecycle 1 = Partial lifecycle 2 = Full lifecycle with limited automation 3 = Fully automated and auditable lifecycle
	Classification, Metadata & File Plan Compliance: - File plan integration - Metadata tagging - Automated classification rules	3	0 = No Demonstration 1 = Weak/manual 2 = Structured but limited automation 3 = Fully compliant and automated

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KPA	ELEMENT	WEIGHT	SCORING CRITERIA
	Digitisation Quality & Records Integrity • OCR, indexing, quality checks • Version control • Tamper-proof audit trails	3	0 = No Demonstration 1 = Weak controls 2 = Basic controls 3 = Strong integrity & auditability
	Automation & Workflow Capability • Automated routing (bulk & individual) • Workflow configuration • Retention & disposal automation	3	0 = No Demonstration 1 = Mostly manual 2 = Partial automation 3 = Fully automated workflows
	Security, Access Control & Compliance • RBAC (Roll Based Access Control) • MFA (Multi-Factor Authenticator) • Audit logging • POPIA & MISS compliance	3	0 = No Demonstration 1 = Weak security 2 = Standard controls 3 = Enterprise-grade compliance
	Integration with Current & Future MQA Systems such as but not limited to: • IMIS / ERP System (Open-source platform) • SharePoint • OneDrive • Email systems • Shared drives • Live or simulated API integration capability • Data migration approach • Future scalability (modular/API-driven architecture)	3	0 = No clear integration capability 1 = Limited or conceptual integration 2 = Working integration with current systems 3 = Seamless integration & scalable architecture for future systems
	Electronic Signatures Capability a) Signature Workflow & Automation • Sequential and parallel signing • Internal & external signatories b) Authentication & Security • OTP / MFA verification • Identity validation • Integration with RBAC & SSO c) Template & Document Handling • Template storage and retrieval	3	0 = No Demonstration 1 = Minimal/basic signing 2 = Partial functionality & but limited automation or reporting 3 = Fully integrated, automated, secure, and auditable solution

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KPA	ELEMENT	WEIGHT	SCORING CRITERIA
	- Bulk signing capability - Attachment of supporting documents d) Tracking & Auditability - Real-time tracking of signing process - Audit trail & reporting of signatures		
	Reporting, Dashboards & Auditability - Dashboards (activity, retention, disposal) & Customisation - Exportable reports (PDF, Excel) - Audit logs	3	0 = Not Demonstrated 1 = Poor: Limited reporting with basic or static dashboards, no export capability, and unclear audit logs. 2 = Fair: Functional reporting and dashboards with standard export options, but limited customisation and basic audit logging. 3 = Excellent: Advanced, fully customisable dashboards with detailed analytics, flexible export formats, and comprehensive, traceable audit logs supporting full compliance.
	AI Assistant Capability - Search, summarisation, reporting - Data insights (graphs, analysis) - Restricted to EDRMS data	3	0 = No AI assistant capability demonstrated 1 = Poor: Limited AI functionality with weak search, summarisation, and reporting, and no clear control ensuring data is restricted to the EDRMS. 2 = Fair: AI assistant performs basic search and summarisation with limited data analysis, and partial assurance of EDRMS-only data usage. 3 – Good: Advanced AI assistant delivers accurate search, comprehensive reporting, and meaningful data insights (including graphs/analysis), with strict,

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KPA	ELEMENT	WEIGHT	SCORING CRITERIA
			verifiable use of EDRMS data only.
	Performance, Scalability & Reliability - System responsiveness - Fast response times such as login, document retrieval, search, upload, workflow execution, reporting, and dashboard access. - Efficient performance when processing large files, bulk uploads, OCR operations, metadata searches, and report generation. - Minimal latency - Real-time or near real-time updates for workflows, tracking, audit logs, and dashboards. - Stable user experience across integrated systems and remote access environments. - Ability to scale - The system architecture must accommodate increasing users, records, storage volumes, and transaction loads. - Support for future expansion, including integration with additional MQA systems, regional offices, cloud environments, and future digital services. - Capacity to manage large-scale digitisation, migration, and long-term records growth. - Mechanisms for resource optimisation, load balancing, and storage expansion.	3	0 = Not Demonstrated: No evidence of system performance, scalability, or stability 1 = Poor: System shows slow performance and limited ability to scale or remain stable under normal operational conditions 2 = Fair: Demonstration confirms acceptable system responsiveness and operational stability under normal conditions. Basic evidence provided for scalability, concurrent user support, high-volume processing, load testing, resilience, or long-term reliability under increased demand. 3 = Excellent: Demonstration confirms fast and consistent system responsiveness, stable operation under high transaction volumes and concurrent usage, and a proven scalable architecture. Strong evidence provided of load testing, reliability, failover capability, disaster recovery, business continuity, and the ability to support future growth and integration requirements.

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KPA	ELEMENT	WEIGHT	SCORING CRITERIA
	- Stability under load - System stability and availability during periods of high transaction volumes and concurrent user activity. - Ability to maintain performance during bulk processing activities such as migrations, indexing, reporting, workflow automation, and disposal processing. - Resilience against system failures, interruptions, or degraded performance. - Availability of failover, backup, disaster recovery, and business continuity capabilities. - Evidence of performance testing, load testing, stress testing, uptime monitoring, and reliability metrics from existing implementations or testing environments.		
Total		30	
Note: A total of 24 points must be obtained in the System demo to be considered for the overall functionality calculation.			

7.5. Phase Five (5): Price and Specific Goals

During the third phase proposals will be evaluated using the 80/20 preference points system in accordance with the PPPFA guidelines. Based on this system the points will be allocated as follows:

Criteria	Points
Price	80
Specific Goals	20
Total	100

Specific Goals Points will be awarded to a bidder in accordance with the table below:

PREFERENCE GOAL	80/20	Documents for verification
GOAL 1 – B-BBEE Status Level of Contributor Maximum Points	15	

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1	15	B-BBEE Certificate/Sworn Affidavit
2	14	B-BBEE Certificate/Sworn Affidavit
3	10	B-BBEE Certificate/Sworn Affidavit
4	8	B-BBEE Certificate/Sworn Affidavit
5	6	B-BBEE Certificate/Sworn Affidavit
6	5	B-BBEE Certificate/Sworn Affidavit
7	4	B-BBEE Certificate/Sworn Affidavit
8	2	B-BBEE Certificate/Sworn Affidavit
Non-compliant contributor	0	
GOAL 2 – Promotion of Black Woman/Youth/Disable/Rural Area. Maximum Points	5	Documents for verification
Business owned by equal to or more than 50% black people who are woman	2	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people who are youth	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people with disability	1	B-BBEE Certificate/Sworn Affidavit
Business owned by equal to or more than 50% black people living in rural areas	1	B-BBEE Certificate/Sworn Affidavit

8. TERMS AND CONDITIONS OF THE BID

- 8.1.** Awarding of this contract will be subject to the service provider's acceptance of the Supply Chain Management's general conditions of contract.
- 8.2.** The appointed service provider will enter into a service level agreement with the MQA, which will include:
- 8.2.1. Period of agreement.
 - 8.2.2. Project objectives and scope.
 - 8.2.3. Method of communication.
 - 8.2.4. Disputes.
 - 8.2.5. Termination of contract and other specific matters that will be agreed upon to form part of the service level agreement.
- 8.3.** The MQA reserves the right to terminate the contract in the event that there is clear evidence of non-performance and or poor quality of work.
- 8.4.** The MQA reserves a right to appoint one or more bidders for the projects.
- 8.5.** The basis of engaging bidders will be on an assignment basis.
- 8.6.** In the event where there is more than one bidder accredited on the bid, and they have the necessary skills that are required to render a specific service, the MQA will issue out the Terms of Reference/Specifications to call for bids and award the work accordingly.

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- 8.7. The MQA reserves the right to interview bidder(s) that are short listed for a specific assignment (meaning that bidders may be requested to do presentations for a specific project / assignment).
- 8.8. The MQA may at its sole discretion, award an assignment or any part thereof to more than one bidder (s).
- 8.9. Payments will only be made for acceptable work completed and timeously delivered.
- 8.10. Any deviation from the project plan should be requested in writing and signed off by the project manager.
- 8.11. Any suggestions and or contributions during progress meetings, once accepted by both parties, shall form part of the contract.
- 8.12. The MQA may subject the award of the project to price negotiation with the preferred bidder. This will however be exercised subject to the following principles:
- Negotiation may not allow any preferred bidder a second or unfair opportunity.
 - Is not to the detriment of any other bidder, and
 - Does not lead to higher price than the bid as submitted.

9. DURATION

The successful service provider will be expected to commence with the work upon appointment and signing of contract / SLA and the duration of the contract will be for 36 months.

10. BRIEFING SESSION

A non-compulsory briefing session will be held for this bid on 17 July 2026 at 10:00 am.

Microsoft Teams meeting

Join:

<https://teams.microsoft.com/meet/322792791157408?p=jEHMhZpnvgSb0u vdFm>

Meeting ID: 322 792 791 157 408

Passcode: KV9v3v7H

11. ENQUIRIES

PROCUREMENT / SCM ENQUIRIES:

Name and Surname: Tsholo Dilape

Email address: TsholoD@mqa.org.za

Contact details: 011 547 2628

TECHNICAL ENQUIRIES:

Name and Surname: Joshua Chetty

Email address: JoshuaC@mqa.org.za

Contact details: 011 547 2691

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Annexure A: Bid Evaluation

1. Standardised Costing Table for EDRMS Bid

Item No.	Cost Category	Description (Aligned to TOR Scope)	Unit	Quantity	Unit Cost (ZAR)	Total Cost (ZAR)
1.1	Project Initiation & Management	End-to-End Project plan, governance, reporting, overall coordination, control, and oversight.	Once-off	1		
1.2	Records Management Governance	File Plan	Once-off	1		
1.3	Records Management Governance	Records Management Policy	Once-off	1		
1.4	Records Management Governance	Registry Procedure Manual	Once-off	1		
1.5	Records Management Governance	EDRMS User Manual	Once-off	1		
1.6	Registry Office Setup & Implementation	Design, layout, SOPs, secure zones, tracking systems	Once-off	1		
1.7	Digitisation of Records	Scanning, indexing, classification (per box)	Per box	1		
1.8	Data Migration	Migration from SharePoint, OneDrive, shared drives and other MQA Electronic Repositories	Once-off	1		
1.9	EDRMS Configuration & Customisation	System setup, workflows, metadata, RBAC, Automation	Once-off	1		
1.10	System Integration	Integration with existing systems with automation configuration	Once-off	1		
1.11	AI Assistant Implementation	AI assistant configuration within EDRMS	Once-off	1		
1.12	Electronic Signature Setup	Templates, workflows, authentication and Signature with Signature chain automation.	Once-off	1		
1.13	Infrastructure / Hosting Setup	Local (SA-based) hosting configuration	Once-off	1		
1.14	Records Disposal Setup & Compliance Configuration	Automated disposal preparations, NARSSA approval processes, destruction workflow setup	Once-off	1		
1.15	Dashboard Development & Reports Customisation	Reporting, analytics, drilldowns, exports	Once-off	1		
1.16	Training & Change Management	Training sessions, workshops	Per Hr	1		
1.17	Testing & Go-Live Support	UAT, deployment, stabilisation	Once-off	1		
	Subtotal (Once-Off)					R

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2. Recurring / Operational Costs (3-Year Contract)

Item No.	Cost Category	Description	Unit	Frequency	Unit Cost (ZAR)	Annual Cost (ZAR)
2.1	System Licensing	EDRMS user/system licenses	Per user	Annual	1	
2.2	Hosting & Storage	Secure SA-based hosting, backups	Per TB	Annual	1	
2.3	Support & Maintenance	Helpdesk, upgrades, patches	Service	Annual	1	
2.4	System Administration	Ongoing system management	Resource	Monthly	12	
2.5	Records Disposal Execution	Disposal preparations, NARSSA approval processes for physical & electronic disposal, destruction certificates	Per Record	As and when required	1	
2.6	AI Assistant Maintenance	Updates, tuning, monitoring	Service	Annual	1	
2.7	Security & Compliance	Audits, monitoring, compliance updates	Service	Annual	1	
2.8	Dashboard and Reporting	Maintenance	Service	Annual	1	
2.9	Dashboard and Reporting	Customisation	Service	Annual	1	
2.10	Dashboard and Reporting	Additional Dashboard & Reports	Service	Annual	1	
2.11	System Intergration	Additional Integrations	Per Systems	Annual	1	
	Subtotal (Annual)					R

3. CONTRACT COST (3 YEARS)

Item No.	Cost Component	Total (ZAR)
3.1	Once-Off Costs	
3.2	3-Year Operational Recurring / Operational Costs	
	Grand Total (Incl. VAT)	R

