



South African Reserve Bank

**Financial Services Department– Procurement Section  
370 Helen Joseph Street  
Pretoria**

**Request for Information (RFI) – No. MN03/2015**

**Enterprise Content Management**

**August 2015**

**Closing Date: 28 Aug 2015 @ 14h00**

**State full name of organisation:**


**Contact Details:**

<b>Name:</b>
<b>Contact Details:</b>

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## Request for Information

### 1. Introduction to the South African Reserve Bank

The South African Reserve Bank (“the Bank”) is the central bank of the Republic of South Africa. The primary purpose of the Bank is to achieve and maintain price stability in the interest of balanced and sustainable economic growth in South Africa. Together with other institutions, it also plays a pivotal role in ensuring financial stability.

The Bank is responsible for:

- formulating and implementing monetary policy;
- issuing banknotes and coin;
- supervising the banking sector;
- ensuring the effective functioning of the national payment system;
- managing official gold and foreign-exchange reserves;
- acting as banker to the government;
- administering the country's remaining exchange controls; and
- acting as lender of the last resort in exceptional circumstances.

The Bank's Group organisational structure consists of six branches, national depot, two subsidiaries namely the South African Bank Note Company (Pty) Ltd. and South African Mint Company (Pty) Ltd, and Head Office in Pretoria.

The Bank offers services to its branches, the SADC countries, National Treasury, Provincial Treasuries, Corporation of Public Deposits Accounts Holders, Financial Institutions and their Subsidiaries.

### 2. Purpose of this Request for Information (“RFI”)

The Bank wishes to acquire the services of a specialist vendor to define a deliberate Enterprise Content Management (ECM) Strategy with associated tactical plans. The ECM Strategy will describe the approach to achieve a structured transition to a holistic, integrated and optimal electronic content and records management environment for the SARB group; framed according to the business requirements and priorities of the SARB. The tactical plans must assist the SARB in their pursuit to realise the vision, mission and objectives articulated in the ECM Strategy whilst transitioning towards the desired target state. This is intended to be executed in the most realistic and efficient manner possible.

### 3. Key requirement

In order to solicit business proposals for the provisioning of such services from specialist vendors in the ECM industry, know-how is required of such potential service providers and the framework underpinning its approach to delivering an ECM Strategy and associated tactical plans.



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The purpose of the Request for Information (RFI) is therefore to obtain sufficient information from prospective solution providers to select from the respondents to this RFI those specialist vendors to whom the SARB would issue a Request for Proposal (RFP).

### **4. General Information applicable to this RFI**

#### **4.1 Confidentiality**

This information document may not be used for any purpose by the supplier other than for developing their response to it, and all reasonable efforts must be taken by the supplier to ensure confidentiality of any information provided. This document and any other information of a confidential nature provided to the supplier during the course of the Request for Information (RFI) process are and will be covered by the non-disclosure agreement in place between the Bank and the supplier.

#### **4.2 Responsibility for Costs**

Under no circumstances shall the Bank accept any responsibility whatsoever for any of the supplier's costs associated with the preparation and/or submission of its information.

#### **4.3 Amendments to the RFI**

Amendments to this document shall only be effective if confirmed in a written addendum to the RFI. The Bank reserves the right to modify the scope of this document at any time prior to award of contract.

#### **4.4 No Contract**

The Bank shall not be bound by any Request for Information and it shall be entitled to accept all or any part of the RFI. If, however, any such RFI leads to the conclusion of a contract subsequent to the Request for Proposal (RFP) process, then the rights and obligations of the Bank and the service provider(s) shall be governed solely by the provisions of such Contract as finally mutually agreed and signed.

Nothing in this document shall be construed as a contract between the parties and no communication, whether verbal or written, by the Bank personnel or agents during the course of this process shall create such a contract in respect of the requirements specified in this RFI.

#### **4.5 Validity of Information**

The information in this RFI shall remain valid for period of no less than 90 (ninety) days from the submission date. During this time the RFI response may not be amended or withdrawn.

#### **4.6 Canvassing**

During this process please do not contact any other employee of the Bank regarding this RFI, other than the identified persons herein, as any canvassing by suppliers regarding this RFI will result in a disqualification from any future processes.



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#### 4.7 Assumptions

The Bank has endeavoured to provide sufficient guidance to inform suppliers' information. However, it may be necessary to make some assumptions. Where assumptions have been made these must be documented in the information. The Bank accepts no responsibility for assumptions made by each supplier.

### 5. General Instructions

#### 5.1 Contact Information

All enquiries regarding this RFI must be submitted to: [mthokozisi.ngwenya@rebank.co.za](mailto:mthokozisi.ngwenya@rebank.co.za)

#### 5.2 Tender Submission

An electronic copy (PDF format) of the RFI document will be received until **14h00 on Friday 28<sup>th</sup> August 2015**.

All submission must to emailed to: [mthokozisi.ngwenya@resbank.co.za](mailto:mthokozisi.ngwenya@resbank.co.za)

**Late submissions will not be considered.**

#### 5.3 Participation in RFI

Service providers willing to participate should confirm to the Bank by **14<sup>th</sup> of August 2015** their **Intent to respond**. A failure to confirm will signify that a service provider is not participating in the RFI and the Bank will require an immediate return of the RFI.

This RFI is both confidential and proprietary to the Bank, and the Bank reserves the right to recall the RFI in its entirety or in part. Only service providers that signed and returned the **non-disclosure agreement** by the set deadline will be considered.

#### 5.4 RFI Timelines

RFI key dates are the following:

MILESTONE	DATE
RFI Notice published in media	Sunday 9 <sup>th</sup> August 2015
RFI issued to suppliers	Tuesday 11 <sup>th</sup> August 2015
Intention to respond confirmation required by	Friday 14 <sup>th</sup> August 2015
Signed non-disclosure Agreement required by	Friday 14 <sup>th</sup> August 2015
Deadline for questions / clarification period	Friday 21 <sup>st</sup> August 2015
Supplier responses required by	Friday 28 <sup>th</sup> August 2015
RFI evaluation	Friday 18 <sup>th</sup> September 2015
Prepare Request for Proposal process	September 2015



## 6. General RFI Requirements

### 6.1 Supplier Information

Provide the following information on your company:

- a) The company's legal status and the name of the holding company (if a subsidiary).
- b) The year of its formation.
- c) Provide the company's BEE / SME status supported by valid BEE accreditation documentation.
  - % Legal BEE Ownership
  - % BEE Management Control
  - % Woman Management Control
- d) State the effective date of the company's transformation status.
- e) Please provide a copy of your companies last two years audited financial statements.
- f) Please provide a copy of the following documents:
  - Current Tax Clearance Certificate
  - Valid BBBEE certificate
  - Letter of good standing



## 7. Specific RFI Requirements

### 7.1.1 Current Market Position and Growth Strategy

Provide a ranking of your current market position against your competitors and detail which service(s) your organisation wishes to grow during the next ten years to meet your growth strategy?

<Response>

### 7.1.2 Market Differentiation

Provide a succinct summary of the value that distinguishes your company against your key competitors in the marketplace as a Service Provider to deliver ECM Strategy Development Services as scoped in this RFI.

<Response>

### 7.1.3 Existing South African References

Provide at least three (3) references of customers (preferably South African customers and comparable in size and complexity to the SARB) with **comparable scope of services. The references must have agreed to be contacted by the SARB.**

#### Customer 1

Information Requirement	Details
Company Name	
Industry	
Scope of Services Provided	
Contract Size	
Start Date	
Contract Term	
Contact Name	
Contact Telephone Number	
Contact Address	
Contact E-mail	
Project Manager Name	

#### Customer 2

Information Requirement	Details
Company Name	



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Industry	
Scope of Services Provided	
Contract Size	
Start Date	
Contract Term	
Contact Name	
Contact Telephone Number	
Contact Address	
Contact E-mail	
Project Manager Name	

Customer 3

Information Requirement	Details
Company Name	
Industry	
Scope of Services Provided	
Contract Size	
Start Date	
Contract Term	
Contact Name	
Contact Telephone Number	
Contact Address	
Contact E-mail	
Project Manager Name	

<Response>

7.1.4 Implementation Approach: EMC Strategy and Tactical Plans

Provide a detailed overview of your project implementation approach to develop an ECM Strategy and associated tactical plans. Specific reference should be made to (1) Project Phases (2) Project Streams, if applicable (3) Project Milestones (4) Project Deliverables per Milestone and (5) should include a [Prince2] Product Description for each project deliverable.

<Response>





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#### 7.1.5 Implementation Approach: Digitisation of Vital Records Tactical Plans

Provide a detailed overview of your project implementation approach to develop tactical plans for the digitisation of vital records. Specific reference should be made to (1) Project Phases (2) Project Streams, if applicable (3) Project Milestones (4) Project Deliverables per Milestone and (5) should include a [Prince2] Product Description for each project deliverable.

*<Response>*

#### 7.1.6 ECM Reference Architecture

Service Provider should employ a reference architecture to guide and gather the business requirements. The reference architecture must be of such a nature that all key services and capabilities within an ECM environment are covered. Service Provider is required to provide an overview of its best practices ECM reference architecture.

*<Response>*

#### 7.1.7 ECM and Records Management Solution Architecture

Service Provider should provide an architecture design for an electronic and integrated ECM and record management solution. Service Provider is required to provide an overview of its solution architecture definition process, with deliverables. Please include a [Prince2] Product Description for each deliverable.

*<Response>*



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## 8. Appendix A - Intent to respond to the Request for Information

**We hereby accept / decline your Request for Information.**

Company:

Signature:

Name:

Position/Title:

Please state a brief reason for declining this Request for Information.

Please return this confirmation by: Friday 14<sup>th</sup> August 2015



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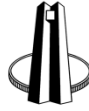
## 9. Appendix B – Non-disclosure Agreement

### **UNDERTAKING OF CONFIDENTIALITY**

THIS Undertaking of Confidentiality is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_ 2015, by \_\_\_\_\_ (Registration Number \_\_\_\_\_), hereinafter referred to as the Recipient with its usual place of business at \_\_\_\_\_ in favour of THE SOUTH AFRICAN RESERVE BANK, hereinafter referred to as “SARB”, with its usual place of business at 370 Helen Joseph Street (formerly Church Street); Pretoria.

NOW, THEREFORE, in consideration of the mutual covenants and provisions contained herein, the Recipient undertakes as follows:

- 1) In this Agreement, the following terms will have the meanings ascribed to them below:
  - 1.1) “Effective Date” shall mean the date upon which this Agreement is signed by the last party to do so;
  - 1.2) “Discloser” shall mean the party making information, as defined below, available to the other party;
  - 1.3) “Recipient” shall mean the party to whom information, as defined below, is made available;
  - 1.4) “Information” shall include:
    - (a) information related to the Discloser’s scope of work for the required product in terms of the Request for Information, the Discloser’s subsidiaries, affiliates, personnel, strategic plans, existing equipment, financial data and design specifications of the product;
    - (b) data furnished, disclosed and/or transmitted to the Recipient, whether disclosed orally or in writing, which is clearly identified by the Discloser as being confidential; and
    - (c) notes, analyses and other documents prepared by the Recipient or its representatives which have been based upon or derived from confidential information received from the Discloser.



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- 1.5) "Services" shall mean the **Financial Markets Benchmarking Guidelines RFI**
- 2) In furtherance of this Agreement, the SARB may, at its option, make Information available to the Recipient. Information disclosed orally, practically, in writing or electronically will be considered as confidential. However, Information shall not include any information which:
    - a) is contained in a publicly available printed publication prior to the date of this Agreement;
    - b) is or becomes publicly known through no wrongful act on the part of the Recipient;
    - c) is known by the Recipient without any proprietary restrictions at the time of receipt of such Information from the Discloser or becomes known to the Recipient without proprietary restrictions from a source other than the Discloser; or
    - d) is independently developed by the Recipient without reference to the Information disclosed by the Discloser.
  - 3) The Recipient agrees to receive the Information in the utmost confidence and to keep the same Information confidential, using at least the same degree of care as is used by the Recipient to protect its own confidential information.
  - 4) The Recipient further agrees to disclose the Information only to its employees, sub-contractors, suppliers, legal advisors and financial advisors whose services are required in furtherance of the objectives of the business relationship between the parties, and to require each of its employees, sub-contractors, suppliers, legal advisors and financial advisors to comply with the terms of this Agreement, prior to the disclosure to such employees, sub-contractors, suppliers, legal advisors and financial advisors.
  - 5) The Recipient shall not make any additional copies of Information without the express written consent of the SARB. The Recipient, will at its own cost, and after a written request has been submitted by the SARB, return all documents and tangible property in its possession which contain any part of the Information disclosed to the Recipient by the SARB hereunder.
  - 6) The Recipient shall use such Information only in connection with the furtherance of the business relationship between the parties, and the recipient shall make no further use, in whole or in part, of any such Information. However, nothing in this Agreement shall restrict the Discloser from using, disclosing or disseminating its own Information in any way.
  - 7) The Recipient shall not be entitled to utilise the name of the SARB in publicity releases, advertising or for other promotional purposes without securing the prior written consent of the SARB.



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- 8) The obligations imposed by this Agreement shall expire only upon written consent of the parties.
- 9) This Agreement sets forth the entire agreement and understandings between the parties as to the subject matter hereof and supersedes, cancels, and merges all agreements, negotiations, commitments, writings, and discussions between them as to the subject matter prior to the date of this Agreement. Neither of the parties shall be bound by any condition or representations with respect to such subject matter, other than as expressly provided in this Agreement or as duly set forth on or subsequent to the date of this Agreement in writing, and signed by a proper and duly authorized representative of the parties.

In the event of the invalidity or unenforceability of any provision of this Agreement under any applicable law, the parties agree that such invalidity or unenforceability shall not affect the validity or enforceability of the remaining portions of this Agreement.

IN WITNESS WHEREOF, the Recipient has caused this Agreement to be signed in its name and on its behalf by its representative duly authorised thereto.

\_\_\_\_\_  
Signed for and on behalf of the Recipient

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title:  
\_\_\_\_\_