



AIR TRAFFIC AND NAVIGATION SERVICES SOC LTD



REQUEST FOR INFORMATION

REFERENCE NUMBER: ATNS/IT/RFI003/23_24/RECORDS MANAGEMENT

The purpose of this Request for Information (RFI) is to request state owned entities to provide information from previously done tenders for budgetary and technical details to implement, support and maintain a Records Management Solution that will enable the Access and Retrieval of Historic Archival Records via an electronic platform.

NOVEMBER 2023

RFI REFERENCE NUMBER:	ATNS/IT/RFI003/23_24/Records Management
ISSUE DATE	22 November 2023
CLOSING DATE:	12 December 2023
CLOSING TIME:	14h00, CAT
COMPULSORY BRIEFING SESSION:	N/A
DESCRIPTION:	The purpose of this Request for Information (RFI) is to request service providers to provide information from previously done tenders for budgetary and technical details to implement, support and maintain a Records Management Solution that will enable the Access and Retrieval of Historic Archival Records via an electronic platform.
DEPOSITED IN THE BID BOX SITUATED AT:	<p>ATNS Company Limited, Eastgate Office Park, Block C, South Boulevard Road, Bruma,2298</p> <p>OR</p> <p>Should a bidder require to submit their documents online, they must send an email to Olwethuf@atns.co.za and copy LamentN@atns.co.za to express their interest to do so.</p> <p>On the email Bidders must specify on the subject line – the tender number and description.</p> <p>A link will be shared with the Bidder upon receipt of their intention to submit a bid online.</p>
CONTACT:	Lament Nkadimeng
TELEPHONE:	(011) 607 1000
E-MAIL:	LamentN@atns.co.za and tenders@atns.co.za



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 2.2.1 The respondent shall bear all costs incurred by him/her in connection with the preparation and submission of his/her response. ATNS will in no case be responsible for payment for any preparatory costs or other activities performed in connection with this submission. 11

 2.2.2 Additionally, ATNS reserves the right and at ATNS's sole and full discretion to: 11

IMPORTANT NOTICE

The information contained herein, is given without any liability whatsoever to Air Traffic & Navigation Services Company Limited (ATNS) and no representation or warranty, express or implied, is made as to the accuracy, completeness, or thoroughness of the content of this Request for Information (RFI).

This RFI is for the confidential use of only those persons/companies who are participants of this RFI. Each recipient acknowledges that the contents of this RFI are confidential and agrees that it will not without the prior written consent of ATNS, reproduce, use or disclose such information in whole or in part, to any other party other than as required by law or other regulatory requirements.

The Bidder shall bear all costs incurred by him in connection with the preparation and submission of his Bid Response and for finalisation of the contract and the attachments thereof. ATNS will in no case be responsible for payment to the Bidder for these costs. The Company reserves the right to reject any or all Bids, to undertake discussions with one or more Bidders, and to accept that Bid or modified Bid which in its sole judgment, will be most advantageous to the Company, price and other evaluation factors having been considered.

1. SECTION A: INTRODUCTION AND SCOPE OF WORK

1.1. Introduction

The Air Traffic and Navigation Services (ATNS) Company of South Africa is the major provider of air traffic management, communication, surveillance, navigation, and associated services (including training) within South Africa. ATNS manages 10% of the world's airspace.

Standing strong with over 1100 employees, ATNS strives to continuously provide safe airspace, orderly, expeditious and efficient management of Air Traffic Management services. The company operates at 21 aerodromes within the country, including OR Tambo, Cape Town, and King Shaka International Airports. In the rest of the African Continent, ATNS provides amongst others the Aeronautical Satellite Communication (VSAT) networks. This service extends from Cape to Cairo interconnecting more than 33 states in Africa and Middle East. Other services include ATS and technical training, WGS 84 surveys, airspace design, AIP documentation, billing, and consultancy services.

Vision

ATNS's Vision is to be the preferred supplier of air traffic management solutions and associated services to the African continent and selected international markets.

Mission

Our Mission is to provide safe, expeditious and efficient air traffic management solutions and associated services, whilst ensuring long-term economic, social and environmental sustainability.

- Our business is driven through our embedded Values, being:
- Accountability
- Safety and customer service
- Continuous improvement and innovation
- Employee engagement and development
- Fairness and consistency
- Open and effective communication

The Air Traffic and Navigation Service Company Limited (ATNS) is a State-Owned Company (SOC), established in 1993 in terms of the ATNS Company Act (Act 45 of 1993) to provide air traffic management solutions and associated services on behalf of the State. These services accord with International Civil Aviation Organisation (ICAO) standards and recommended practices, and the South African Civil Aviation Regulations and Technical



Standards. As an air navigation services provider (ANSP), ATNS is governed by the nation's legislative and administrative framework.

ATNS is also a commercialised ANSP operating on the "user pays" principle that relies on current revenues and debt funding for its operational and capital expenditure requirements.

Our business offerings are divided into Regulated and non-regulated activities:

Regulated Business

At present 90% of ATNS's revenue is facilitated through its regulated business:

Air navigation services and infrastructure

The principal activities of ATNS's regulated business encompass the planning, operating and maintenance of safe and efficient air traffic management services in the airspace for which the State is responsible. Airspace infrastructure consists of the following main components:

- Communications, navigation and surveillance (CNS) infrastructure.
- Auxiliary aviation services, such as aeronautical information publications, flight procedure design and aeronautical surveys.
- Air traffic management.

ATNS's infrastructure development is informed by user expectations and regulatory requirements at a global level; as well as the needs of the air traffic management (ATM) community and new enabling technologies.

Air traffic service charges

As a monopoly service provider, ATNS is regulated economically by the Economic Regulating Committee (RC) that is a statutory body formed and appointed by the Shareholder, the Department of Transport (DoT). The RC is empowered by the ATNS Company Act (Act 45 of 1993) to issue permission to ATNS. The permission regulates the increase in specified tariffs that ATNS can issue and lays down minimum service standards requirements for the regulated business. ATNS is, through the permission, authorized to levy air traffic service charges on users (aircraft operators) for the use of air navigation infrastructure and/or the provision of an air traffic service. The permission has a five-year life span.

Training institution

ATNS runs a successful training institution as a division within the Company, namely: the Aviation Training Academy (ATA). The ATA provides a full range of air traffic services training, technical support training and related training to delegates in South Africa and the broader African continent in the disciplines of engineering, air traffic services and management. The ATA is an ISO9001:2000 accredited institution and has international cooperation agreements in place with partners, enabling the academy to maintain mutually



beneficial partnerships in the presentation and accreditation of international courses in air traffic services (ATS). The ATA is a world-renowned academy, and in both 2012 and 2013 was formally recognized as the International Air Transport Association (IATA) Worldwide Top Regional Training Partner.

Non-Regulated Business

ATNS's non-regulated business currently contributes 10% of the Company's revenue. The non-regulated business encompasses a long-term strategy to facilitate regional expansion through a subsidiary vehicle presently known as "ATNS International". ATNS International will enable the Company to take a more robust and agile stance in the non-regulated business market without posing undue risks to its regulated market and Shareholder. It will also enable ATNS to enter joint ventures and partnerships with external suppliers so that the Company can harness more valuable market opportunities and extend its regional influence and reach.

Additional information is available on ATNS website – www.atns.com

1.2. Purpose of the RFI

The purpose of this Request for Information (RFI) is to request service providers to provide information from previously done tenders for budgetary and technical details to implement, support and maintain a Records Management Solution that will enable the Access and Retrieval of Historic Archival Records via an electronic platform.

1.3. Background to RFI

1.3.1 Project Vision and the Need for Enhanced Records Management

ATNS is at an important juncture. We're immersed in the modern data landscape and have a duty to uphold national data standards. Every document we produce holds value. These documents are pivotal in shaping our decisions, showcasing our commitment, and are vital during legal evaluations.

However, there's a pressing challenge. Our valuable records are scattered and siloed, leading to operational inefficiencies. This setup poses hurdles during audits and sometimes results in the loss of key insights. To address this, we need a unified Records Management System.



A number of initiatives were employed however that hasn't fully addressed the disorganization or the bottlenecks our team faces. Moreover, with the advent of the POPI Act in 2016 and related legislative frameworks, we're reminded of the urgency to have a compliant system in place.

Guidance from the National Archives and Records Service of South Africa (NARSSA) in 2005 underscores the need for a well-defined policy and system. This should be anchored by government standards, leadership inputs, and expertise from NARSSA.

To remedy this, ATNS is in the midst of conceptualizing a holistic Document and Records Management System. This endeavor aims not only to streamline our current processes but also to ensure we're in line with South African regulations and comply with all related legislations.

1.3.2 Our Business Objective

In the absence of an effective Records Management System, ATNS's alignment with legal standards is at stake. We're geared toward categorizing, overseeing, and safeguarding all our data and information assets, ensuring they're in harmony with both legal and operational benchmarks. We envision ATNS's data and information infrastructure to be impeccable.

1.3.3 Project Objective:

Comprehensive Implementation of ATNS's Electronic Document and Records Management System (EDRMS)

1. Assessment and Blueprinting:

- **Functional Specification:** Construct a robust business case that articulates the strategic needs and tangible outcomes expected from the EDRMS initiative along with system functionalities.
- **Cloud Direction:** Adopt a forward-thinking approach by emphasizing cloud-based solutions, ensuring long-term scalability, security, and interoperability.

2. System Design and Development:



- Records Management System Development: Engage in the methodical design and creation of a holistic system that seamlessly integrates electronic and traditional paper-based records.
- Alignment with NARSSA: Ensure the system's architecture and functionalities are in strict adherence to national standards and best practice guidelines.
- Metadata Integration: Elevate the ERMS's capability to harness comprehensive metadata utilities, optimizing search, display, and leveraging AI-driven E-discovery techniques.

3. Data Management and Storage:

- Document Digitization: Undertake a meticulous process of converting essential physical records into a digital format, ensuring data integrity and ease of retrieval.
- Records Capture and Management: Institute protocols and procedures that champion efficiency and accuracy in record ingestion and lifecycle management.
- Retention and Disposal: Architect and enforce a robust record retention schedule, complemented by clear, compliant, and consistent disposal methodologies.

4. Training and Change Management:

- Organizational Training: Roll out a structured training program tailored for both the entire organization and the dedicated Core Records Management team, emphasizing real-world applications and best practices.
- User Training: Deliver customized training resources, including user manuals and system documentation, meticulously tailored to ATNS's operational nuances.
- Change Management: Proactively address potential operational and cultural challenges, deploying strategies to smooth the transition and promote system adoption.

5. Implementation and Testing:

- System Configuration: Fine-tune the ERMS setup to reflect the unique needs of ATNS, ensuring optimal functionality across departments.
- Workflow Design: Engineer efficient, user-friendly workflows, enhancing user experience and boosting productivity.
- Security and Confidentiality: Embed state-of-the-art security protocols to safeguard sensitive data, ensuring compliance and trust.

6. Monitoring and Support:

- Dashboard and Reporting: Innovate with real-time monitoring tools, complemented by intuitive reporting features that track document movement and system health.
- Maintenance Roadmap: Articulate a transparent cost structure and strategic plan for system maintenance, anticipating future needs.
- Post-Implementation Support: Cement a robust support framework, spanning onsite, telephonic, and help desk services, ensuring uninterrupted operations.

7. Project Management:

- Service Provider Leadership: Enlist the service provider to spearhead the project, ensuring alignment with ATNS's strategic objectives, timelines, and budgetary constraints.

8. Review and Finalization:

- Records Decongestion System: Innovate with a system akin to Metrofile for structured, streamlined record management and archiving.
- Review and Feedback: Foster a culture of continuous improvement by periodically benchmarking project outcomes against initial objectives and recalibrating strategies as needed.
- By embracing this comprehensive objective, ATNS is poised to achieve a gold standard in records management, ensuring compliance, operational efficiency, and future readiness.

1.3.4 Response to the document

Please provide responses in context to the below questions.

1. System Architecture & Design	
1.1 How does your EDRMS solution ensure scalability and interoperability?	
1.2 Can you provide references or case studies of similar integrations?	
1.3 What security measures are implemented within the architecture to protect against breaches?	
1.4 Describe your solution's capability to handle	

large volumes of data.	
2. Training & Knowledge Transfer	
2.1 Detail your training methodologies and the materials provided for diverse user groups.	
2.2 Share feedback or success stories regarding user adoption from past implementations.	
2.3 How do you handle post-training support?	
3. Records Management & Storage	
3.1 Explain the integrity checks in your system to ensure record consistency.	
3.2 How does your solution ensure redundancy and failover for electronic records?	
3.3 What methodologies are in place for the management of paper-based records?	
3.4 Describe any automated processes for record archival or retrieval.	
4. E-Records Environmental Scanning	
4.1 How does your solution adapt to evolving e-record environments?	
4.2 Describe the methodologies behind environmental scanning in your system.	
5. System Configuration & Customization	
5.1 Detail the system's customization capabilities regarding various regulations.	
5.2 Explain the procedures for post-implementation modifications.	
6. Change Management & Post-Implementation Support	
6.1 Detail your structured approach to change management.	
6.2 How long is post-implementation support provided, and what does it cover?	
7. Cloud Solutions & Data Security	
7.1 Outline the security protocols in your cloud solution.	

7.2 Describe any disaster recovery systems in place for your cloud solutions.	
8. Search, Display, & AI Capabilities	
8.1 Describe the underlying methodologies of your search capabilities.	
8.2 How does your system's AI handle e-discovery?	
9. Retention & Disposal Schedules	
9.1 Explain how your system automates retention schedules.	
9.2 What safeguards are implemented to prevent unauthorized record disposals?	
9.3 How are disposal logs maintained and accessed?	
10. Workflow & Monitoring	
10.1 Describe the methodologies that enhance workflow efficiency within the system.	
10.2 How does the system monitor and track tasks or assignments?	
11. Additional Features & Functions	
11.1 What procedures does the system employ for metadata management?	
11.2 Explain your system's approach to version control and document iterations.	
11.3 Share any unique features of your EDRMS solution that differentiate it from competitors.	
12. Costing & Budgeting	
12.1 Provide a detailed breakdown of your cost structure.	
12.2 Elaborate on the structure of maintenance and support costs.	
12.3 Are there any long-term cost-saving measures or packages available?	

1.4. Correspondence during RFI Period

All correspondence shall be referenced as " Record keeping " and may be sent by email to LamentN@atns.co.za and tenders@atns.co.za

The company, however, shall not be responsible for non-receipt of any sent correspondence.

1.4.1 Submission of Information

All responses shall be delivered at the address stated in below, no later than 14:00 (CAT) on **13 December** as follows.

Project Description:

RFI Reference Number:

Supplier Name/Company Name:

Attention: Olwethu Fakude (Procurement Officer), Tel: (011) 607 1000, email: LamentN@atns.co.za

ATNS Company Limited,
Eastgate Office Park, Block C,
South Boulevard Road,
Bruma,2298

OR

Should a bidder require to submit their documents online, they must send an email to LamentN@atns.co.za and copy tenders@atns.co.za to express their interest to do so. `

On the email Bidders must specify on the subject line – the tender number and description.

A link will be shared with the Bidder upon receipt of their intention to submit a bid online.

On the email Bidders must specify on the subject line – the RFI number and description.
Bidder will be provided with Link to upload the documents.

2. SECTION C: TENDER CONDITIONS AND INSTRUCTIONS TO BID

2.1. Terms

Whilst ATNS has taken every reasonable step to ensure the accuracy of this brief; the company accepts no liability concerning the accuracy of any representation made. ATNS reserves the right to vary the scope and terms described in this document, although the variation is not anticipated at this time.

All information in this document and associated responses is Confidential.

All designs and documentation will be the property.

2.2. Disclaimer

2.2.1 The respondent shall bear all costs incurred by him/her in connection with the preparation and submission of his/her response. ATNS will in no case be responsible for payment for any preparatory costs or other activities performed in connection with this submission.

2.2.2 Additionally, ATNS reserves the right and at ATNS's sole and full discretion to:

1. Utilize any information provided to it in response to this RFI to draft the scope of requirements for inclusion in an RFP.
2. take no further action whatsoever, if it so decides.
3. withdraw from this process and the provisions of this project at any time.
4. select the RFI participants based on ATNS's criteria.
5. not bind itself to accept any or all of the RFI.