



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR THE PROCUREMENT OF A LIBRARY REGISTRATION SYSTEM AND A TIME AND ATTENDANCE SYSTEM WITH UNLIMITED USERS LICENCED FOR 12 MONTHS

CLOSING DATE: 17 February 2025

TIME: 11:00

N.B: All proposal/quotation must be submitted to Quotations@nlsa.ac.za, kindly note that failure to submit via this email address will result in your proposal /quotation being rejected and disqualified

1. BACKGROUND

The National Library of South Africa (NLSA) is a premier African institution tasked with the collection, preservation, and dissemination of South Africa's national documentary heritage. As a custodian of this heritage, NLSA promotes awareness, appreciation, and access to published works both nationally and internationally, contributing significantly to the country's cultural development and prosperity. The NLSA operates from its campuses located in Pretoria and Cape Town.

2. SCOPE OF WORK

- 2.1. The National Library of South Africa aims to improve its operational efficiency and user experience by implementing a solution that meets the requirements of a **Library Registration System for library users and a Time and Attendance System for staff.**
- 2.2. This library registration system will allow library users to register their daily visits, ensuring streamlined management of user data, real-time monitoring of library occupancy, and enhanced service delivery.

2.3. The capabilities of the Library Registration System include:

2.3.1. User Registration Module

2.3.1.1. Capture essential user information such as name, membership ID, date, and time of visit.

2.3.1.2. Support walk-in and pre-registered users.

2.3.2. Database Management

2.3.2.1. Centralized storage for user data.

2.3.2.2. Ensure data backup and security protocols are in place.

2.3.3. Attendance Tracking

2.3.3.1. Record entry and exit times of users.

2.3.3.2. Support real-time monitoring of user count in the library.

2.3.4. Reporting Features

2.3.4.1. Daily, weekly, and monthly attendance reports.

2.3.4.2. Trends and analytics on library usage.

2.3.5. System Accessibility

2.3.5.1. A user-friendly interface for both library staff and visitors.

2.3.5.2. Mobile and desktop compatibility.

2.4. The objectives of the Library Registration System include:

2.4.1. **Efficient Registration:** Enable smooth, quick, and user-friendly daily registration.

2.4.2. **Accurate Data Management:** Collect and manage user data securely and accurately for administrative purposes.

2.4.3. **User Tracking:** Facilitate tracking of user visits for better understanding of usage patterns and capacity planning.

2.4.4. **Reporting and Analysis:** Generate reports on daily attendance for operational insights.

2.5. The bidder should propose all the hardware required for the solution to operate successfully and provide optimal performance. This includes, but is not limited to, computer hardware, tablets, cameras and monitors.

2.6. The solution should also incorporate time and attendance management as it is critical for ensuring productivity, accountability and compliance.

2.7. Core Features

2.7.1. Biometric, RFID, or mobile app-based clock-in/out functionality.

2.7.2. Real-time tracking of employee attendance.

2.8. Data Analytics and Reporting

2.8.1. Generate detailed reports on attendance, absenteeism, and overtime.

2.9. Integration Capabilities

2.9.1. Compatible with existing HR and payroll systems.

2.9.2. API support for third-party applications.

2.10. User Experience

2.10.1. Employee self-service portal for attendance and leave tracking.

2.10.2. Admin dashboard for HR and management staff.

2.11. A modern Time and Attendance System aims to replace traditional manual processes with an automated solution that tracks employee work hours, leaves, and attendance patterns efficiently and securely.

2.12. Objectives of time and attendance include:

2.12.1. Streamlined Tracking: Automate the recording of employee work hours and attendance.

2.12.2. Compliance: Ensure adherence to labor laws and NLSA policies regarding time management.

2.12.3. Data Accuracy: Minimize human errors and fraud associated with manual attendance tracking.

2.12.4. Integration: Seamlessly integrate with payroll and HR systems for efficient processing

2.12.5. Employee Self-Service: Empower employees to view their attendance

2.13. The solution must be implemented at the NLSA's three sites – Pretoria Campus, Cape Town Campus and Centre for the Book.

2.14. The bidder should provide training and produce user manuals for users and administrators.

2.15. The training should be conducted physically at both Campuses – Pretoria and Cape Town.

3. NLSA'S RIGHTS

3.1. The NLSA is entitled to amend any RFQ conditions, RFQ validity period, RFQ terms of reference, or extend the RFQ's closing date, all before the RFQ closing date.

4. DURATION OF THE PROJECT

4.1. The appointed service provider shall make an undertaking that the delivery shall be concluded within 30 days after the Purchase Order has been issued.

5. CONDITIONS OF RFQ

5.1. The NLSA reserves the right not to accept the lowest proposal.

5.2. The NLSA reserves the right to appoint one or more Bidders.

5.3. The NLSA reserves the right not to award the contract.

5.4. The NLSA reserves the right to have any documentation submitted by the successful Bidder checked or inspected by any other person or organisation.

5.5. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.

5.6. No upfront payment will be made by NLSA.

5.7. The quotation is valid for a period of 30 days and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

6.1. Pre evaluation (standard bid documents)

6.1.1. Fully completed SBD 4 and SBD 6.1, forms.

6.2. Mandatory:

6.2.1. **Certification:** Project Management certification. E.g. (PRINCE2/PMP)

6.2.2. **Datasheet** of solution to confirm that the NLSA's specification is fully met.

6.3. Evaluation stage one (1): Technical Evaluation

Bidders are expected to obtain a minimum of sixty (60) points out of one hundred (100) points available to proceed to the next evaluation stage. Failure to obtain the prescribed points will automatically disqualify the bidder from proceeding to the next evaluation stage.

No.	Criteria	Weight	Points
1.	Experience of the service provider in providing similar services as required by the NLSA Provide five (5) contactable reference letters for similar projects successfully completed within the past ten (10) years. The reference letters must meet the following requirements: - be on company letterhead - include the referee's name, contact details and signature - scope of project - date of the project (to confirm that the project was not completed more than ten years ago) - level of satisfaction of the client • 5 and more reference letters with all requirements met = 5 points • 4 reference letters with all requirements met = 4 points • 3 reference letters with all requirements met = 3 points • 2 reference letters with all requirements met = 2 points • 1 reference letter with all requirements met = 1 points • 0 reference letters or letters not meeting all requirements = 0 points NB. If a reference letter does not meet all the requirements listed, it will not be considered.	50	
2.	Technical Evaluation A detailed proposal clearly outlining the following: - Approach and process to be followed to implement the Library Registration and Time and Attendance solution. - Timeline for implementing the solution. - Team – CV of lead engineer clearly demonstrating at least five years of experience implementing such solutions • Proposal with 3 requirements met = 50 points • Proposal with less than three requirements met = 10 points • Proposal meeting none of the requirements, or containing irrelevant information, timelines longer than 30 days, lead engineer with less than 5 years of relevant experience = 0 points		
	TOTAL POINTS		

	Minimum points to pass the technical evaluation stage	60
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6.4. Preference Point System

In terms of Regulation 5 of the Preferential Procurement Regulations of 2022/23, Gazette Number 47452 dated 4 November 2022 pertaining to the Preferential Procurement Policy Framework Act, 2000 (Act 5 of 2000), responsive bids will be adjudicated by the State on the 80/20-preference point in terms of which points are awarded to bidders based on: -

- the bid price (maximum 80 points)
- Specific Goals (maximum of 20 points)

The following formula will be used to calculate the points out of 80 for price in respect of an invitation for a tender, inclusive of all applicable taxes.

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

Where-

P_s = Points scored for price of tender under consideration;

P_t = Price of tender under consideration; and

P_{min} = Price of lowest acceptable tender.

6.5. Evaluation Stage 2: Pricing and Specific Goals

6.5.1. Quotation must provide a pricing schedule which clearly sets out the cost of providing the services including any applicable charges.

6.5.2. The pricing schedule must clearly indicate the unit or item price as well as total price for the requested.

6.5.3. All cost items must be inclusive of VAT.

6.6. Pricing schedule for Library Registration and Time and Attendance System

Item	Description	Unit Cost (ZAR)	Qty	Total Cost (ZAR)
1. Solution Procurement	Library Registration System and Time and Attendance			
2. Configuration and Setup				
2.1. Initial Configuration	Setup and configure the solution at the NLSA's 3 sites – Pretoria Campus, Cape Town Campus and Centre for the Book			

3. Training				
3.1. User and Administrator Training	Training for 15 administrators on Library Registration solution navigation, management and reporting			
3.2. User and Administrator Training	Training for 8 administrators on Time and Attendance solution navigation, management and reporting			
3.3. Training Manuals	Comprehensive training manuals for users and administrators			
4. Maintenance and Support				
4.1. Annual Maintenance	Yearly maintenance and support services for solution			
4.2. Technical Support	On-going technical support and troubleshooting (12 months)			
5. Project Cost				
6. VAT				
7. Total Project Cost				

6.7 Specific Goal: Black Ownership

Bidder has 100% Black ownership = 20 Points

Bidder has less than 100% Black ownership = 10 Points

Please note that ownership will be confirmed on CSD registration.

7. ENQUIRIES

All enquiries regarding this RFQ must be directed to the SCM Office:

For any RFQ related enquiries please send to the following email address quoting the RFQ Reference Number, Bid. Description as a Reference; Judy.Moshige@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 401 9766