



NATIONAL LIBRARY OF SOUTH AFRICA

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Cape Town
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TERMS OF REFERENCE/SPECIFICATIONS FOR THE APPOINTMENT OF A SERVICE PROVIDER TO RENDER MEDIA MONITORING SERVICES TO THE NATIONAL LIBRARY OF SOUTH AFRICA FOR A PERIOD OF THREE YEARS

CLOSING DATE: 25 May 2026

TIME: 11H00

NB: 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, hereafter referred to as NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving, and making available the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation and access to published documents, nationally and internationally and in doing so contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.

The National Library of South Africa wishes to appoint a service provider to render professional media monitoring services for a period of three years.

2. SCOPE OF WORK

- Media monitoring five keywords on a daily basis.
- Monitoring should be done on print, online, social media, and broadcast (TV and radio).

- Distribute media clips to the National Library of South Africa's (NLSA's) Communication and Stakeholder Relations (CSR) Department via email daily, every morning.
- In the case of TV and radio the service provider should provide a link to the clip.
- In the case of a newspaper, magazine etc. the service provider should provide the article.
- In the case of an online news site, the service provider should provide a link to the article.
- Monthly analysis of coverage to be presented in a report including sources.
- Monthly analysis of social media (Facebook, X, Instagram) to be presented in the report including all analytical and demographical statistics.
- Article rating (positive, negative or neutral) to be included in coverage and in the report.
- RSS feed to be created linking media coverage/published content/upcoming events to NLSA's website.
- Quarterly and annual media analysis reports to be submitted with recommendations and all-inclusive analysis of coverage including positive, negative, neutral, audience reach, demographics etc.
- PR Value/AVE to be included in all reporting formats for ROI purposes.
- Service provider to have the ability to monitor multiple channels at once.
- A back-tracking facility where coverage can be sourced dating back at least three months.

3. CONDITIONS OF BID

- a. The NLSA reserves the right not to accept the lowest proposal.
- b. The NLSA reserves the right to appoint one or more Bidder.
- c. The NLSA reserves the right not to award the contract.
- d. The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- e. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- f. No upfront payments will be done by NLSA.
- g. The quotations shall remain valid for a period of 30 days, and may be extended at the discretion of the NLSA.

4. EVALUATION CRITERIA

4.1 Pre-evaluation (standard bid documents)

- 4.1.1 Fully completed SBD 4 and SBD .6.1 forms.
- 4.1.2 All bidders must be registered on the National Treasury Central Supplier Database.

4.2 Evaluation Stage Two (2): Technical Evaluation

Bidders are expected to obtain a minimum of **sixty (60)** out of one hundred (100) points in the Technical Evaluation in order 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, which is Pricing.

NO.	ELEMENT	WEIGHT	SCORE
TECHNICAL			
1.	Relevant experience Demonstrable experience in media monitoring. Bidder to submit company profile explicitly documenting at least ten years of media monitoring experience. - Company has less than 10 years of experience in media monitoring or no company profile submitted = 0 points - Company has 10 or more years of experience in media monitoring = 20 points	20	
2.	References Provide reference letters for media monitoring work successfully rendered. Reference letters to be on official letterhead and must contain the referee's name and signature. 5 contactable reference letters with all requirements met = 40 Points 4 contactable reference letters with all requirements met = 30 Points 3 contactable reference letters with all requirements met = 20 Points 2 contactable reference letters with all requirements met = 10 Points 1 contactable reference letter, no reference letter or reference letters that do not contain all requirements = 0 Points	40	
3.	Project Plan A project plan clearly outlining the methodology of how the services will be rendered and the project team. - No project plan or project plan is non-responsive to the requirements = 0 Points - Project plan partially responds to one requirement = 20 Points	40	

	Project plan is detailed and responds to both requirements = 40 Points		
TOTAL		100	

Bidders must score 60 points in the technical evaluation to move to the next stage of evaluation.

5. PREFERENCE POINT SYSTEM

5.1 Pricing (80/20 preferential procurement Points)

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

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

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.

5.2 Specific Goals

Locality - Bidders based in Gauteng Province = 20 Points

Bidders based outside Gauteng Province = 10 Points

Please note that locality will be confirmed on bidders' CSD registration.

6. ENQUIRIES

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

For any RFQ related enquiries please sent to the following email address quoting the Bid Number,
Bid

Description as a Reference; lorraine.mongwe@nlsa.ac.za and quotations@nlsa.ac.za OR (012) 401 9770/9700/81