



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR THE PROCUREMENT OF RISK AND COMPLIANCE AND ASSURANCE MONITORING SOLUTION (LICENCED FOR 12 MONTHS).

CLOSING DATE: 24 January 2025

TIME: 11:00

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 (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.

The Risk and Compliance Management Department, in collaboration with the Internal Audit Department, seeks a comprehensive and fully integrated electronic solution to support governance, risk, compliance, and audit functions at the National Library of South Africa.

2. SCOPE OF WORK

- 2.1. The scope of work is to implement a software solution that can provide a holistic and system-driven approach to Governance, Risk and Compliance (GRC) and Assurance (Internal Audit) for a **period of 12 months / 1 year with ten (10) user licenses**.
- 2.2. The system should be able to provide streamline business processes on a centralized platform, standardize risk and control classification and offer flexibility and scalability for a changing business environment.

2.3. The focus of the software solution must outline the following:

2.3.1. Risk Management

It must be risk management software that helps the NLSA and the Risk and Compliance Management Department to achieve their strategic objectives and enables a culture of risk planning and control with accountability and ownership throughout the public entity as well as continual monitoring of the risk universe for it will give the public entity the comfort and confidence in managing its business.

Furthermore, it must provide a unified view of risk and gives management and staff at every level the ability to identify, assess, manage, monitor, and report on risks. Therefore, it must be a software solution that can provide an early warning system, drives ownership for risk mitigation, and delivers risk intelligence reporting that aids business growth and sustainability. The integrated electronic risk management software must support and embed best practices frameworks such as COSO, ISO31000 and the National Treasury Framework.

The solution must include the following features:

- Built-in COSO/ISO31000 methodology with flexible configuration.
- Free web portal for action plans, risk and control self-assessments, key indicator input and surveys.
- Dynamic risk reassessment with email alerts.
- Incident management for all types of events.
- Extensive built-in reporting and customizable dashboards.

2.3.2. Compliance Management

It must be compliance software that allows NLSA and Risk and Compliance Management Department to import various acts, legislation, policies and procedures, link these to associated risks and monitor compliance. For this will facilitate regulatory compliance and director protection.

Compliance software with modules that can enable NLSA and Risk and Compliance Management Department to document and manage its regulatory universe by identifying and monitoring compliance to the acts, regulations, and provisions at every level of the public entity.

The solution must include the following features:

- Simple import of compliance content supplied by 3rd party compliance content providers.
- Automatic generation of compliance risk management plans (CRMPs).
- Automated compliance checklists.
- Logging of compliance issues and monitoring of remedial action plans.

- Extensive compliance reporting and customizable Power BI dashboards.
- Document and manage its regulatory universe by identifying and monitoring compliance of acts, regulations, and provisions at every level of the public entity.
- The Solution must support best practice frameworks such as GACP and facilitate compliance through automatic generation of CRMP's.
- The solution must enable the compliance function to conduct independent compliance audits.
- Solution should be able to send out automatic action plans for addressing non-compliance.

2.3.3. Internal Audit

The Solution must be able to facilitate all phases of auditing from planning through to reporting with advanced online and offline execution.

modules that are a highly configurable audit management solution that supports the full internal audit life cycle of planning, execution, reporting, monitoring, and follow-ups enabling an organisation to streamline and standardize its internal audit processes.

The software must include the following features:

- Integrated risk and control-based auditing.
- Flexible set-up of audit project files.
- System managed working papers.
- Work online or offline.
- Extensive reporting including Microsoft Word integration for final audit reports and customizable dashboards.

2.4. Training Requirements:

Training must be provided for all users who are to utilize the system, covering all the capabilities and elements of the system:

- 2.4.1.1. Navigating the management dashboard
- 2.4.1.2. Overview and effective utilization of all console elements
- 2.4.1.3. Provision of comprehensive training manuals for reference.
- 2.4.1.4. Training may be conducted virtually

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 issuing the Purchase Order.

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 done 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.

6.1.2. All bidders must be registered on the National Treasury Central Supplier Database

6.2. Mandatory:

6.2.1. **Bidder to produce letter/certificate stating that the bidder is authorized to provide the proposed solution.**

6.2.2. **Datasheet for the solution proposed to ensure that all requirements are met.**

6.2.3. **Qualifications for Project Roles.**

Solution or Application Engineer – Provide a detailed CV to support the below requirements:

Education: Bachelors or BSc in computer science.

Experience: Minimum of 5 years implementing the same solution

Certifications:

- Project Management certification (PRINCE2)

6.3. 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.

- Specific Goals (maximum of 20 points): 100% Black owned (20 points), 10 points for other than 100% black owned.

6.4. Evaluation Criteria Stage 2: Pricing

6.4.1. The quotation must provide a pricing schedule which clearly sets out the cost of providing the services including any applicable charges.

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

6.4.3. **All cost items must be inclusive of VAT.**

6.5. Pricing schedule for NLSA Server and Application Monitoring Solution

Item	Description	Unit Cost (ZAR)	Quantity	Total Cost (ZAR)
1. Solution Procurement	Risk, Compliance and Assurance solution			

2. Configuration and Setup	Initial configuration and reconfiguration as needed.			
2.1. Initial Configuration	Setup of modules and integration into existing systems			
2.2. Customization	Tailoring the solutions to fit NLSA's specific needs			
3. Training				
3.1. Administrator Training	Training for end-users on solution navigation and management			
3.2. Training Manuals	Comprehensive training manuals for end-users			
4. Maintenance and Support				
4.1. Annual Maintenance	Yearly maintenance and support services			
4.2. Technical Support	Ongoing technical support and troubleshooting			
6. Total Project Cost				

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