



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: 21 April 2026

TIME: 11H00

NB. Should you want to submit a quotation, please submit to the email: Quotations@nlsa.ac.za

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 on 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 (NLSA)'s CMSR 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, Twitter, 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 report 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.

5. EVALUATION CRITERIA

Evaluation Stage Two (2): Technical Evaluation

Bidders are expected to obtain a minimum of **seventy (70)** 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 documenting ten years of media monitoring experience • Company has less than 10 years of experience in media monitoring or no company profile submitted = 0 point • Company has 10 years or more of experience in media monitoring = 20 points	20	

2.	References Provide reference letters on official letterhead for media monitoring work successfully rendered in the last ten years. Reference letters to be on official letterhead and to include the referee's name and signature, date of event and scope of work. • 5 contactable reference letters with all the above requirements met = 40 points • 4 contactable reference letters with all the above requirements met = 30 points • 3 contactable reference letters with all the above requirements met = 20 points • 2 contactable reference letters with all the above requirements met = 10 points • 1 or No contactable reference letter with all the above requirements met = 0 points	40	
3.	Project Plan A detailed project plan clearly outlining the following: • Company profile • Methodology of how the services would be rendered • Timeframes • Project team • • No, or non-responsive project plan = 0 Points • Project plan partially responds to some, but not all, of the requirements = 30 Points • Project plan is detailed and responds to all of the requirements = 40 Points	40	
TOTAL		100	

Bidders must score 70 points in the technical evaluation to move to the next stage of evaluation.

Preference point system

Pricing (80/20 preferential procurement Points)

- The following formula must 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.

Identified Specific Goals and their weights:

Locality - Bidders based in Gauteng Province = 20 Points

Bidders based outside Gauteng Province = 10 Points

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