



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR THE PROCUREMENT OF BOARD PORTAL SOFTWARE (LICENCED FOR 24-MONTHS) FOR 25 USERS AND TWO (2) SYSTEM ADMINISTRATORS.

CLOSING DATE: 19 NOVEMBER 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.

2. SCOPE OF WORK

We are requesting quotations for a secure, modern Board Portal solution that supports Board meetings, Committee meetings, Governance compliance and Board member enablement, including AI capability that can summarise Board Packs and assist Board Members to quickly understand the most important information. This solution will replace manual board packs, email-based distribution and fragmented document storage. The solution must be cloud based, secure and user friendly for Board Members, Executives and Secretariats.

KEY FUNCTIONAL REQUIREMENTS:

2.1 Document Management:

- 2.1.1 Must store all board materials in one secure place (agendas, minutes, reports, presentations, policies).
- 2.1.2 Version control must track changes automatically.
- 2.1.3 Strong search function (keywords, tags, dates).
- 2.1.4 Secure uploading and sharing of files (drag + drop).
- 2.1.5 User permissions must allow control of who can view / edit / comment.

2.2. Security and Compliance:

- 2.2.1 End to end encryption (data at rest + in transit).
- 2.2.2 Multi Factor Authentication required.
- 2.2.3 POPIA compliant (this is mandatory).
- 2.2.4 Full audit logs of user activity.
- 2.2.5 Automatic backup + recovery.

2.3 Collaboration and Communication Tools:

- 2.3.1 Real time notifications when documents change.
- 2.3.2 Secure messaging and discussion inside the system.
- 2.3.3 Ability to comment and annotate directly on documents.
- 2.3.4 Digital signatures must be built in.

2.4 Meeting Management:

- 2.4.1 Ability to schedule meetings and build agendas.
- 2.4.2 Ability to build full consolidated meeting packs.
- 2.4.3 Tracking action items and follow ups.
- 2.4.4 Built in voting (secure + anonymous).
- 2.4.5 Attendance register + declarations signed inside system.

2.5 Board Evaluation and Performance Tracking:

2.5.1 Surveys + questionnaires for board evaluations.

2.5.2 Track participation and attendance.

2.5.3 Reports and analytics for Board oversight.

2.6 User Experience

2.6.1 Easy and intuitive for non-technical Directors.

2.6.2 Works on web, tablet and mobile.

2.6.3 Offline access for key documents.

2.7 Additional Key Features: Some of the key features we discussed, and you would benefit from are below:

2.7.1 Ability to create teams / committees with separate access controls.

2.7.2 Edit Microsoft Word, PowerPoint and Excel directly inside the system.

2.7.3 Strong reporting (login activity + document activity).

2.7.4 AI Board Pack Summarisation: system must summarise full board packs automatically (extractive + abstractive).

2.7.5 AI Executive Summary Generator: system must summarise long reports.

2.7.6 AI Minutes Drafting: must draft minutes using notes taken.

2.7.7 AI Retrieval Q&A: ability to ask questions in natural English (e.g. "what did we decide last year?") and system must show reference source.

2.7.8 Ability to create and manage questionnaires directly.

2.7.9 Ability to push out approvals and voting tasks.

3. Technical Requirements:

3.1. Platform and Integration:

3.1.1. Cloud based.

3.1.2. Works on Windows, Mac, iOS, Android.

3.1.3. Must integrate with Outlook / Google Calendar and Microsoft 365 (SharePoint / OneDrive).

3.2. Scalability and Flexibility:

3.2.1. Must allow future expansion to more users, more committees and more packs.

3.3. Support and Maintenance:

- 3.3.1. 24/7 Support.
- 3.3.2. Regular updates included.
- 3.3.3. Vendor must provide training + onboarding.

4. Training Requirements:

- 4.1. Training for 25 users + 2 system administrators must be included.

5. Mandatory Demo Requirements

5.1. Vendor must demonstrate:

- 5.1.1. AI summarisation of our board pack
- 5.1.2. Natural language question answering
- 5.1.3. AI minutes draft creation
- 5.1.4. Action list management end to end

6. NLSA'S RIGHTS

- 6.1. 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.

7. DURATION OF THE PROJECT

- 7.1. The appointed service provider shall make an undertaking that the delivery shall be concluded withing 30 days after issuing the Purchase Order.

8. CONDITIONS OF RFQ

- 8.1. The NLSA reserves the right not to accept the lowest proposal.
- 8.2. The NLSA reserves the right to appoint one or more Bidders.
- 8.3. The NLSA reserves the right not to award the contract.
- 8.4. The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- 8.5. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- 8.6. No upfront Payment will be done by NLSA.
- 8.7. The quotation is valid for a period of 30 days and may be extended at the discretion of the NLSA.

9. EVALUATION CRITERIA

9.1. Mandatory requirements:

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

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

9.2. Evaluation Stage one (1) – paper-based (100 points):

Bidders are expected to obtain a minimum of seventy (70) 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		Weight	Point	Score
1.	Security & Privacy (POPIA)	15		
2.	End-to-end encryption	15		
3.	Safe AI - Vendor must comply with the (NLSA data is not used to train or improve other AI models)	15		
4.	The system must support proper action item management	10		
5.	Easy to use (Is it simple for Users to utilise on laptop, ipad & phone)	10		
6.	Technology fit (Can it connect with Outlook, Google, Teams ect...)	10		
7.	Digital signing + voting built inside the system	10		
8.	AI Minutes Draft Creation	10		
9.	Experience of the service provider in providing similar services as required by the NLSA (board portal software). Provide five (5) contactable reference letters of the service provided within the past ten (5) years. The reference letters must be on a signed company's letterhead including, contact name(s), address, phone number, date and period of the contracted project, a brief description of the services that you provided and the level of satisfaction from the client. • 5 or more reference letters with all the required elements listed = 5 points • 4 reference letters with all the required elements listed = 4 points • 3 reference letters with all the required elements listed = 3 points	5		

	• 2 reference letters with all the required elements listed = 2 points • 1 reference letter with all the required elements listed = 1 points • 0 reference letters = 0 points			
	Pass / fail rules (must have) • Must comply with POPIA • Must have end-to-end encryption • Must already have AI board pack summarising feature • Must have digital signing + voting built inside the system (not separate emails)			
	TOTAL POINTS	100		
	Minimum points to pass this evaluation stage	70		

9.3. Evaluation Stage Two (2) - Live Demonstration Evaluation (Total 100 Points – Finalists only)

9.3.1. Vendors who pass Stage 1 will be invited to Stage 2 live demonstration.

9.3.2. This stage will evaluate that the system can actually do what was submitted on paper.

No		Weight	Point	Score
1.	AI Board Pack Summarisation Quality	15		
2.	AI Minutes Draft Creation	15		
3.	Natural Language Q&A accuracy & Reference traceability	15		
4.	Action List Management Live Test	15		
5.	Easy to use (Is it simple for Users to utilise on laptop, ipad & phone)	10		
6.	Technology fit (Can it connect with Outlook, Google, Teams ect...)	10		
7.	Digital signing + voting built inside the system	10		
8.	Attendance register + declarations signed inside system	10		
	<i>NB: Vendor must use OUR provided board pack dataset for this demo. No pre-prepared demo packs.</i>			
	TOTAL POINTS	100		
	Minimum points to pass this evaluation stage	70		

Final award will be based on combined scores:

- Stage 1 (max 100)

- Stage 2 (max 100)

9.4. 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.

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

9.5. Stage 3: Pricing

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

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

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

9.6. Pricing schedule for NLSA Server and Application Monitoring Solution

“All the bidders are requested to complete the pricing schedule “Provide detailed quotation on the company letterhead

Item	Description	Unit Cost (ZAR)	Quantity	Total Cost (ZAR)
1. Solution Procurement	Board Portal			

2. Configuration and Setup	Initial configuration and reconfiguration as needed.			
2.1. Initial Configuration	Setup, configuration and installation			
2.2. Customisation	Tailoring the solutions to fit NLSA's specific needs			
3. Training				
3.1. User and Administrator Training	Training for administrators on solution navigation and management			
3.2. Training Manuals	Comprehensive training manuals for administrators			
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				

10. 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) 402 3017