



## NATIONAL LIBRARY OF SOUTH AFRICA

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Pretoria  
0001

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### TERMS OF REFERENCE FOR THE PROCUREMENT OF BOARD PORTAL SOFTWARE (LICENCED FOR 36 MONTHS) FOR 25 USERS AND 2 SYSTEM ADMINISTRATORS.

**CLOSING DATE: 17 March 2025**

**TIME: 11:00**

***NB: All proposal/quotation must be submitted to [Quotations@nlsa.ac.za](mailto: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

The software will be used to manage board meetings, facilitate communication, ensure document security, and support board performance evaluations. The solution should comply with South Africa's Protection of Personal Information Act (POPIA) and meet the NLSA security, compliance, and usability needs.

#### KEY FUNCTIONAL REQUIREMENTS:

##### 2.1 Document Management:

- Centralised Document: A secure Storage Place, cloud-based platform for storing all board materials, including agendas, minutes, reports, presentations, and policies.
- Version Control: Automatic versioning for documents to track changes, updates, and revisions.

- **Search Functionality:** A robust search feature to allow board members to easily locate documents based on keywords, tags, or date ranges.
- **File Sharing and Upload:** Secure and simple file sharing options with drag-and-drop functionality for uploading documents.
- **Access Permissions:** Customisable user roles with permissions to control access (view, edit, comment, etc.) to specific documents or sections.

## **2.2. Security and Compliance:**

- **Data Encryption:** End-to-end encryption for data in transit and at rest to ensure document confidentiality.
- **Multi-Factor/Two-Factor Authentication (MFA/TFA):** A secure login process with multi-factor authentication to prevent unauthorized access.
- **Compliance with POPIA:** Full compliance with South Africa's Protection of Personal Information Act (POPIA), ensuring proper handling and security of personal and sensitive information.
- **Audit Trails:** Automatic logging of all user activities (e.g. document access, approvals, edits) to ensure traceability and accountability.
- **Backup and Recovery:** Regular data backup procedures to prevent data loss and ensure business continuity.

## **2.3. Collaboration and Communication Tools:**

- **Real-Time Updates and Notifications:** Automatic notifications for document updates, meeting changes, and new approvals.
- **Messaging and Discussion Boards:** Integrated communication tools for secure, in-platform messaging and discussion threads among board members.
- **Commenting and Annotations:** Ability to add comments and annotations on documents in real time.
- **Digital Signatures:** Integrated digital signature functionality to allow board members to sign documents electronically.

## **2.4. Meeting Management:**

- **Meeting Scheduling and Agenda Management:** Tools for scheduling meetings, creating agendas, and sending invitations with relevant materials.
- **Action Items and Follow-Up Tracking:** Functionality to assign action items, track progress, and ensure follow-ups on meeting decisions.

- Voting Mechanism: Secure, anonymous voting tools for decision-making on resolutions and motions during meetings.
- Attendance Tracking: Tools to track attendance, absences, and participation during meetings.
- Ability to sign meeting declarations.

#### **2.5. Board Evaluation and Performance Tracking:**

- Board Evaluation Tools: Customizable surveys and questionnaires to assess the performance of individual members and the board as a whole.
- Performance Metrics: Tools to track and report on individual member contributions, including meeting attendance and participation.
- Reporting and Analytics: Analytics tools to generate reports on board performance, evaluation outcomes, and meeting efficiency.

#### **2.6. User Experience:**

- Intuitive User Interface (UI): A clean, user-friendly interface for board members of all technical skill levels.
- Mobile and Tablet Compatibility: Fully responsive design ensuring the platform is accessible on smartphones, tablets, and desktops.
- Offline Access: Capability for board members to access key documents offline, with automatic syncing when the device reconnects to the internet.

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

- Ability to create team spaces to segregate and manage groups of users.
- Ability to control permissions and elevate or redact access where appropriate.
- Ability to manage meetings and build consolidated meeting packs.
- Ability to generate executive summaries of reports using AI.
- Ability to create and manage questionnaires directly from the platform.
- Ability to push out approvals and voting requirements.
- Ability to sign documents digitally via the system.
- Edit in Native: Ability to edit Microsoft Word, PPT, Excel live from the system.
- Robust reporting module, which includes login activity reports and document activity reports.
- Ability to use AI to generate a template for your minutes which incorporates your notes.

- Ability to ask the system a question to find information or understand when certain actions took place.

### 3. Technical Requirements:

#### 3.1. Platform and Integration:

- **Cloud-Based Solution:** The software should be a secure, cloud-based solution to allow access from anywhere and to ensure data is securely stored.
- **Cross-Platform Support:** The software should be compatible with major operating systems, including Windows, macOS, iOS, and Android.
- **Integration with Existing Systems:** The ability to integrate with existing organizational systems, such as email platforms, calendar software (e.g., Microsoft Outlook, Google Calendar), and document management systems (e.g., Microsoft SharePoint).

#### 3.2. Scalability and Flexibility:

- **Scalability:** The solution must be scalable to accommodate the growing number of board members, committees, and users over time.
- **Customizability:** The software should be customizable to meet the specific needs of the organization, including workflows, user roles, and document types.

#### 3.3. Support and Maintenance:

- **24/7 Support:** The vendor must provide round-the-clock technical support for any system issues or inquiries.
- **Training and Onboarding:** The vendor should offer comprehensive onboarding and training for board members and administrative staff to ensure smooth adoption of the system.
- **Software Updates:** Regular software updates to improve functionality, security, and compliance, with minimal disruption to board operations.

### 4. Training Requirements:

4.1 The vendor should offer comprehensive onboarding and training for board members and administrative staff to ensure smooth adoption of the system.

4.1.1 Training for 25 users and 2 system administrators.

### 5. NLSA'S RIGHTS

5.1. 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.

### 6. DURATION OF THE PROJECT

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

## 7. CONDITIONS OF RFQ

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

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

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

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

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

7.6. No upfront Payment will be done by NLSA.

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

## 8. EVALUATION CRITERIA

### 8.1. Mandatory:

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

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

### 8.2. Evaluation stage one (1): Technical Evaluation

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. | <b>Experience of the service provider in providing similar services as required by the NLSA</b> in the supply and delivery of preservation and conservation services specialised stationery and consumables. 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 | <b>50</b> |       |       |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |  |  |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--|--|
|   | <p>description of the services that you provided and the level of satisfaction from the client.</p> <ul style="list-style-type: none"> <li>• 5 or more reference letters with all the required elements listed = 5 points</li> <li>• 4 reference letters with all the required elements listed = 4 points</li> <li>• 3 reference letters with all the required elements listed = 3 points</li> <li>• 2 reference letters with all the required elements listed = 2 points</li> <li>• 1 reference letter with all the required elements listed = 1 points</li> <li>• 0 reference letters = 0 points</li> </ul> <p>NB. If a reference letter does not meet all the requirements listed, it will not be considered.</p> |            |  |  |
| 2 | <p><b>Technical Evaluation</b></p> <p><b>A detailed proposal clearly outlining the following:</b></p> <ul style="list-style-type: none"> <li>• Approach and the process to be followed, to implement the Library Registration Solution, with reference to how the solution will adhere to/address the requirements as mentioned in the scope of work.</li> <li>• Proposed timelines</li> </ul> <p>Both requirements for proposal = 50 points</p> <ul style="list-style-type: none"> <li>• Scope of work and timelines = 50 points</li> </ul> <p>Zero / no requirement listed above = 0 points</p>                                                                                                                    | 50         |  |  |
|   | <b>TOTAL POINTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>100</b> |  |  |
|   | <b>Minimum points to pass this evaluation stage</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>70</b>  |  |  |

### 8.3. 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-

- Ps = Points scored for price of tender under consideration;
- Pt = Price of tender under consideration; and
- Pmin = Price of lowest acceptable tender.

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

#### 8.4. Evaluation Criteria Stage 2: Pricing

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

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

8.4.3. All cost items must be inclusive of VAT.

#### 8.5. Pricing schedule for NLSA Server and Application Monitoring Solution

“All the bidders are requested to complete the pricing schedule”

| Item                              | Description                                                                     | Unit Cost (ZAR) | Quantity | Total Cost (ZAR) |
|-----------------------------------|---------------------------------------------------------------------------------|-----------------|----------|------------------|
| <b>1. Solution Procurement</b>    | Server and Application Monitoring Solution                                      |                 |          |                  |
| <b>2. Configuration and Setup</b> | Initial configuration and reconfiguration as needed.                            |                 |          |                  |
| 2.1. Initial Configuration        | Setup of server and application solutions and integration into existing systems |                 |          |                  |
| 2.2. Customization                | Tailoring the solutions to fit NLSA's specific needs                            |                 |          |                  |
| <b>3. Training</b>                |                                                                                 |                 |          |                  |
| 3.1. Administrator Training       | Training for administrators on solution navigation and management               |                 |          |                  |
| 3.2. Training Manuals             | Comprehensive training manuals for administrators                               |                 |          |                  |
| <b>4. Maintenance and Support</b> |                                                                                 |                 |          |                  |

|                              |                                               |  |  |  |
|------------------------------|-----------------------------------------------|--|--|--|
| 4.1. Annual Maintenance      | Yearly maintenance and support services       |  |  |  |
| 4.2. Technical Support       | Ongoing technical support and troubleshooting |  |  |  |
| <b>6. Total Project Cost</b> |                                               |  |  |  |

## 9. 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 RFQ Reference Number, Bid. Description as a Reference; [Judy.Moshige@nlsa.ac.za](mailto:Judy.Moshige@nlsa.ac.za) and [quotations@nlsa.ac.za](mailto:quotations@nlsa.ac.za) OR (012) 401 9766