



NATIONAL LIBRARY OF SOUTH AFRICA

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TERMS OF REFERENCE FOR THE PROCUREMENT OF BOARD PORTAL SOFTWARE (LICENCED FOR 36 MONTHS) FOR 13 USERS AND 2 SYSTEM ADMINISTRATORS.

CLOSING DATE: 25 FEBRUARY 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

The objective of this project is to procure and implement a Contract Management Software that enables efficient, secure, and compliant management of contracts, including storage, review, approval, and reporting processes. The software must comply with all relevant South African data security regulations, including the Protection of Personal Information Act (POPIA) and other applicable legislation.

The CMS solution must encompass the following functionalities:

1. Contract Creation & Management

- Ability to create, edit, and store contracts electronically.
- Template library for standard agreements.

- Integration with other systems such as document management, accounting, and ERP systems.

2. Approval Workflow

- Automated approval processes with role-based access controls.
- Notifications and reminders for pending approvals.

3. Contract Repository

- Centralized storage of contracts.
- Full-text search and categorization.

4. Contract Monitoring & Compliance

- Alerts for key milestones such as expiration dates, renewal options, and other significant dates.
- Auditable tracking of all contract activities.

5. Reporting & Analytics

- Generation of reports on contract status, value, expiration, etc.
- Customizable dashboards for high-level insights.

6. User Management & Role-based Access

- User authentication through secure mechanisms (e.g., multi-factor authentication).
- Role-based permissions to limit access based on user functions.

7. Data Encryption & Security

- Data at rest and in transit must be encrypted according to industry standards (AES-256, TLS, etc.).
- Backup and disaster recovery processes that ensure data integrity and availability.
- Regular penetration testing and vulnerability assessments.

8. Audit Trail & Tracking

- Maintain a detailed log of all actions performed within the software.
- Ensure that all modifications, deletions, and accesses to contracts are traceable.

9. Compliance with POPIA

- Ensure that all data processing activities adhere to the Protection of Personal Information Act (POPIA).
- Data classification, storage, and processing in line with POPIA principles, including the rights of data subjects to access, correction, deletion, and data portability.
- Ensure third-party service providers also comply with POPIA when processing personal data.

10. Data Sovereignty & Local Hosting

- The software solution must ensure that all data storage and processing occur within South Africa or countries with adequate data protection laws.
- The provider should offer clear policies regarding data hosting, transfers, and third-party sub-processors.

2. The CMS solution must meet the following legal requirements:

2.1 Protection of Personal Information Act (POPIA)

- Compliance with all provisions relating to the processing, storing, and safeguarding of personal information.
- Data minimization, purpose limitation, and transparency regarding data processing activities.
- Regular review of compliance status and necessary corrective actions.

2.2 Electronic Communications and Transactions Act (ECTA)

2.3 Compliance with e-signatures and electronic document standards for the validity and enforceability of contracts.

2.4 Integration of legally recognized e-signature methods to ensure the electronic execution of contracts is legally binding.

3. Security Requirements

To ensure the safety and confidentiality of sensitive contract data, the CMS must adhere to the following security standards:

3.1 Access Control

- Role-based access control (RBAC) to restrict access to data based on user roles and responsibilities.
- Multi-factor authentication (MFA) for all users accessing the system.

3.2 Data Encryption - encryption for data at rest and TLS encryption for data in transit to ensure confidentiality and integrity.

3.3 Audit & Logging

- Full logging of all user actions with timestamp, action description, and user identification.
- Logs should be immutable and accessible only to authorized personnel for audit purposes.

3.4 Data Integrity & Backup

- Regular automated backups of contract data.
- Backup data must also be encrypted and stored securely.

3.5 Incident Management

- Clear policies for identifying, reporting, and managing data breaches or security incidents.
- Defined response time and escalation protocols for potential security threats or breaches.

3.5 Penetration Testing & Vulnerability Assessments

- Regular security assessments, including penetration testing, to identify vulnerabilities.
- A mechanism for regular updates and patching of the CMS to address emerging security threats.

4. The CMS must be able to integrate seamlessly with the following systems and technologies:

1. Enterprise Resource Planning (ERP)
 - Integration with ERP systems for contract-related financial data.
2. Document Management System (DMS)
 - Integration with document management systems to allow for the upload, review, and storage of contract files.
3. Email and Calendar Systems
 - Integration with email systems (e.g., Microsoft Outlook) for notifications, reminders, and alerts related to contract milestones.
 - Calendar integration for automatic contract renewals and milestone tracking.

4 7. Training and Support

1. Training

- Provide comprehensive user training to ensure users are fully capable of using the CMS effectively and in compliance with data protection regulations.

2. Support

- Provide 24/7 technical support and troubleshooting.
- Service level agreements (SLAs) should define response and resolution times for critical issues.

3. User Documentation

- Provide user manuals, FAQ guides, and documentation on data security practices.

5 Training Requirements:

- 4.1 The vendor should offer comprehensive onboarding and training for all users to ensure smooth adoption of the system.

4.1.1 Training for 13 users and 2 system administrators.

6 NLSA'S RIGHTS

6.5 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

7.5 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

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

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

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

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

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

8.10 No upfront Payment will be done by NLSA.

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

9 EVALUATION CRITERIA

9.5 **Mandatory:**

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

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

9.6 **Evaluation stage one (1): Technical Evaluation**

Bidders are expected to obtain a minimum of sixty (60) 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.	Experience of the service provider in providing similar services as required by the NLSA 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 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 • 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 NB. If a reference letter does not meet all the requirements listed, it will not be considered.	50		
2	Technical Evaluation A detailed proposal clearly outlining the following: • 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. • Proposed timelines Both requirements for proposal = 50 points Scope of work and timelines = 50 points Zero / no requirement listed above = 0 points	50		
	TOTAL POINTS		100	
	Minimum points to pass this evaluation stage		70	

9.7 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.

9.8 Evaluation Criteria Stage 2: Pricing

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

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

9.8.3 All cost items must be inclusive of VAT.

9.9 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)
1. Solution Procurement	Server and Application Monitoring Solution			

2. Configuration and Setup	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			
3. Training				
3.1. 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 sent 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