

TERMS OF REFERENCE

HSRC eRESEARCH KNOWLEDGE CENTRE (eRKC) – APPOINTMENT OF A SERVICE PROVIDER TO DIGITIZE LIBRARY MATERIALS

DIRECTORATE: eRESEARCH KNOWLEDGE CENTRE: INFORMATION SERVICES UNIT

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1. BACKGROUND TO THE HSRC

The Human Sciences Research Council (HSRC) is a research organisation that advances social sciences and humanities for public use. The HSRC subscribes to the values of good governance, accountable public administration and sound management of the resources as reflected in the Public Financial Management Act of 1999 (PFMA as amended by Act 29 of 1999) and other laws and regulations applicable to public administration.

Established in 1968 as South Africa's statutory research agency the HSRC has grown to become the largest dedicated research institute in the social sciences and humanities on the African continent, doing cutting-edge public research in areas that are crucial to development.

Our mandate is to inform the effective formulation and monitoring of government policy; to evaluate policy implementation; to stimulate public debate through the effective dissemination of research-based data and fact-based research results; to foster research collaboration; and to help build research capacity and infrastructure for the human sciences.

2. INFORMATION SERVICES WITHIN HSRC

The Information Services Unit of the eResearch Knowledge Centre (eRKC) enables research processes within the HSRC, through the provision of proactive information support and specialised library services. The Information Services Unit has re-engineered itself into a modern information centre that combines the traditional roles of an academic library with the increasing importance of electronic information technologies.

3. SCOPE OF WORK

The e-Research Knowledge Centre aims to continue to build on the HSRC Archive collection. To achieve this, an archival investigation of material should continue, by identifying print material to be scanned and added to the HSRC repository.

As part of the HSRC 50/90 Commemoration Project, selected material of a historical nature of the HSRC and its predecessor organizations, the National Bureau for Educational and Social Research - NBESR (1934 - 1939) and the National Council for Social Research - NCSR (1946 - 1967) was digitized and formed an archive. The archive contains amongst others, hard copies of minutes of meetings, policy documents, photographs, and reports published by and about the NBESR, the NCSR and the HSRC between 1929 – 2000. However, not all material was digitized due to financial constraints. Since funding is now available in the 2023-24 financial year, the eRKC can proceed to digitize all the outstanding items.

Digitization is essential to make these documents electronically accessible to HSRC employees, but also to external interested parties. eRKC has embarked on a strategy to provide resources in electronic form as the first choice because of the advantages it holds in terms of limiting physical storage space, ensuring long-term availability and easy access.

It is required to appoint a service provider that can digitize the material as the HSRC does not have the capability to scan documents using object recognition on a large scale. The number of pages to be digitized has been estimated to 82 600 loose pages. Cost should be provided.

KEY DELIVERABLES

4. OUTLINE OF DELIVERABLES

- 4.1 The service provider should have capabilities to digitise resources of a historical nature. Should be able to digitize brittle paper, without damaging the original resource.
- 4.2 The Service provider should be able to digitize whole books, without having to cut the spines.
- 4.3 The turn-around time for delivery should be reasonable with a commitment to the projected timeframes.

4.4 The PDF output of the digitised record should be of a readable quality.

4.5 The service provider should have an optical character recognition capability, with FineReader capabilities such as ABBYY, which will allow for the conversion of English and Afrikaans documents into editable electronic formats.

4.6 The Service provider should be able to handle bulk digitisation.

4.7 The requirements for the capacity of the scanning equipment to be used are as set out below:

- Various scanning modes: Simplex / Duplex, Colour / Grayscale / Monochrome
- Should be able to accommodate all document sizes
- Feeder capacity of at least 500 sheets
- Scanning speeds of at least 0.6seconds (200dpi), 0.7seconds (300dpi) and 2 seconds (600dpi)
- Paper chute capacity - 200 sheets (A4: 80g/m² or 20lb) (Active loadable ADF)
- Processing time – 2.2 seconds per document
- Resolution - Scanning up to 600dpi
- File format – Any file format (mostly searchable)
- Color 24 Bit - 55 ppm, 95 ipm (with JPEG compression)

4.8 The following Quality Control Checklist for digitized items must be applied:

- Master digital image is a correct representation of the original.
- File name is correct: According to the Research outputs number on the file.
- File format is correct: PDF
- Image is correct size/resolution in long dimension
- Image is not rotated or backwards
- Image is not skewed or off-centred
- Image has clean edges, clear contrast, and legible text
- No broken figures (illustrations, maps, etc.)
- No moiré patterns (wavy lines or swirls, usually found in areas where there are repeated patterns)
- No presence of digital artefacts (such as very regular, straight lines across the picture)
- No pixelation (individual pixels are apparent to the naked eye)
- Not too light or too dark
- No loss of detail in highlights or shadows
- No errors in Optical Character Recognition (OCR)

4.9 Handling of physical material:

- All items due for scanning will be placed in numbered boxes.
- Each box will contain an index list of contents in that box.
- Boxes will be sent to the service provider in batches, once all items in the batch have been scanned, the service provider is to issue an invoice for payment for proper monitoring of the allocated amount.
- Items should be returned to their original box after scanning for quality control purposes.

- PDFs are to be loaded onto an ftp site as soon as possible or an external hard drive.
Upon completion of scanning a batch the boxes are to be returned to the HSRC for quality control purposes i.e. ensure all items have been returned with a corresponding pdf document.

5. MANDATORY REQUIREMENTS

- The Service Provider needs to submit a company profile that outlines its core business

6. EVALUATION CRITERIA IN THE PROVISION OF AN ABSTRACT AND CITATION DATABASE

Evaluation Criteria	
Criteria	Points
Functionality:	
6.1 Procedures or methodology:	
<p>The Service provider must demonstrate the ability to carry out all requirements as covered in the Key Deliverables in sections 4.1 to 4.9 This needs to be proved through the following actions:</p> <p>Submission of a physical proposal, including brochures, videos or any other materials to support all the relevant requirements.</p> <p>6.1a) Section 4.1 And 4.2 Content and Coverage</p> <ul style="list-style-type: none"> ➤ Fully Covered – (10) ➤ Fairly Covered – (6) ➤ Poorly Covered – (3) 	20
<p>6.1b) Time Lines as per section 4.3 Service provider needs to provide reasonable time lines with a clear break down on how project will be executed from when contract is awarded.</p> <ul style="list-style-type: none"> ➤ Fully Covered – (20) ➤ Fairly Covered – (10) ➤ Poorly Covered – (5) 	20
<p>6.1c) Scanning capabilities as per section 4.7</p> <p>Content and Coverage</p> <ul style="list-style-type: none"> ➤ Fully Covered – (20) ➤ Fairly Covered – (10) ➤ Poorly Covered – (5) 	20
<p>6.1 (d) Quality controls and handling as per section 4.8 and 4.9</p> <p>Content and Coverage</p> <ul style="list-style-type: none"> ➤ Fully Covered – (10) ➤ Fairly Covered – (6) ➤ Poorly Covered – (2) 	20

<p>6.2 Capacity</p> <ul style="list-style-type: none"> • Provide brief profile of project leader(s) for the project reflecting a minimum of five years of experience in digitizing materials. <ul style="list-style-type: none"> ➤ Five years of experience (5) ➤ Six to eight years' experience (10) ➤ Nine years and above (15) 	15
<p>6.3 Experience:</p> <ul style="list-style-type: none"> • Evidence of an established customer base of libraries in South Africa needs to be provided specifically towards the digitization of library/historical/archival material. Provide three (3) recent reference letters (Past 3 Years). Contact details must be included in the letters. <ul style="list-style-type: none"> ➤ 3 reference letters (10) ➤ 4 to 6 reference letters (15) ➤ 7 and more reference letter (25) 	25
TOTAL	100

Bidders who fail to obtain a minimum threshold score of 75% on functionality will not be considered for further evaluation.

7. BID CLOSING DATE: (25 January 2024 @ 16:00pm, Electronic submission via email znkosi@hsrc.ac.za)

8. CONTACT DETAILS OR ENQUIRIES:

8.1 Bid process and document enquiries: Zanele Nkosi- 012 302 2065 (Znkosi@hsrc.ac.za)

8.2 Technical enquiries: Nohle Siboto: NSiboto@hsrc.ac.za