

REQUEST FOR INFORMATION

RFI NUMBER: RFI22/2025-2026

REQUEST FOR INFORMATION FOR INTEGRATED LIBRARY SERVICE PLATFORM.

This RFI calls for suitably qualified suppliers to provide information to Competition Commission of South Africa (CCSA) regarding a Request for Information for Integrated library service platform.

Issue date: 12 SEPTEMBER 2025

Closing Date: 19 SEPTEMBER 2025 11:00AM

For enquiries contact CCSA Supply Chain Management E-mail: tenders@compcom.co.za

This RFI is an invitation for person(s) to submit information(s) for the provision of the services as set out in the Specification contained herein. Accordingly, this RFI must not be construed, interpreted, or relied upon, whether expressly or implicitly, as an offer capable of acceptance by any person(s), or as creating any form of contractual, promissory or other rights. No binding contract or other understanding for the supply of services will exist between CCSA and any Respondents unless and until CCSA has executed a formal written contract with the selected supplier.

REQUEST FOR INFORMATION (RFI)

RFI NUMBER: RFI22/2025-2026

RFI TITLE: REQUEST FOR INFORMATION FOR INTEGRATED LIBRARY SERVICE PLATFORM

EXPECTED TIMEFRAMES

RFI PROCESS	EXPECTED DATES
RFI Advertisement Date	12 SEPTEMBER 2025
RFI Available from	12 SEPTEMBER 2025
Compulsory Briefing Session Date & Time	N/A
RFI Closing Date and Time	19 SEPTEMBER 2025 AT 11:00AM
Delivery Venue: Electronics Submission	tenders@compcom.co.za
Contact details	tenders@compcom.co.za

CCSA retains the right to change the timeframe whenever necessary and for whatever reason it deems fit. Respondents interested in participating must register their interest by providing company name, contact person, telephone, cell number and email address to CCSA, please indicate RFI number on the subject line. This will ensure that any addenda and clarification to this RFI are communicated to all participants.

1. MANDATORY DOCUMENTS

- 1.1 Proof of registration on CSD report (Central Supplier Database)
- 1.2 Company Profile
- 1.3 Client List where the services were provided

2. DEFINITIONS

- 2.1 **"RFI"** - a request for information, which is a written official enquiry document encompassing all the terms and conditions of the information in a prescribed or stipulated form.
- 2.2 **"RFI response"** - a written response in a prescribed form in response to an RFI.
- 2.3 **"Respondent"** – any person (natural or juristic) who forwards an acceptable RFI in response to this RFI with the intention of being the main contractor should the RFI be awarded through a competitive bid process.

3. CONFIDENTIALITY

- 3.1 All information related to this request for information both during and after completion is to be treated with strict confidence.
- 3.2 Should the need however arise to divulge any information gleaned from the service which is either directly or indirectly related to the CCSA, written approval to divulge such information will have to be obtained from CCSA.
- 3.3 The Respondents must ensure that confidential information is: maintained confidential; not disclosed to or used by any unauthorised person; so as to prevent any disclosure or unauthorised use with at least the standard of care that Respondents maintain to protect their own confidential information; only used for the purpose of considering and responding to this RFI; and not reproduced in any form except as required for the purpose of considering and responding to this RFI.
- 3.4 Respondents must ensure that access to confidential information is only given to those of its partners, officers, employees and advisers who require access for the purpose of considering and responding to this RFI; and those partners, officers, employee and advisers are informed of the confidential information section and keep that information confidential.
- 3.5 This bid remains at all times the property of the Competition Commission of South Africa (CCSA).
- 3.6 No rights other than as provided in this bid and in respect of the confidential information are granted or conveyed to bidder/s

Name of Respondent: _____

Physical Address: _____

Respondent's contact person:

Name: _____

Telephone: _____

Mobile: _____

Fax: _____

E-mail address: _____

4. THE MANNER OF SUBMISSION OF THE RFI

- 4.1 Respondent shall submit RFI response in accordance with the prescribed manner.
- 4.2 Respondent shall submit one **emailed submission** including relevant supporting documents.
- 4.3 The original copy must be signed by an authorised employee, agent or representative of the respondent.
- 4.4 The subject line on the email submission must be clearly marked with the responding organisation's name and RFI number and description of RFI.
- 4.5 Respondent must clearly outline costing implications of the solution required, as well as any economic factors (i.e. exchange rate implication) that may pose a risk impact against said costing.

5. BACKGROUND

- 5.1 The Competition Commission (Commission) is a statutory body constituted in terms of the Competition Act, No. 89 of 1998 (the Act).
- 5.2 It is one of three, independent competition regulatory authorities established in terms of the Act, with the other two being the Competition Tribunal and the Competition Appeal Court.
- 5.3 The Commission is empowered by the Competition Act to investigate, control and evaluate restrictive business practices, abuse of dominant positions, mergers, undertake market inquiries and advocacy in order to achieve equity and efficiency in the South African economy.
- 5.4 CCSA is a public entity listed in schedule 3A of the Public Finance Management Act (PFMA), and acts in compliance with section 217 of the Constitution of South Africa and applicable Public Procurement Regulations and Prescripts.

6. SITUATION ANALYSIS

- 6.1 The Information Resources Centre (IRC) supports research, knowledge management, and access to information resources, namely book publications and databases. With increasing demands for efficient information services and seamless resource discovery, the IRC must ensure its systems are modern and aligned with best practices. The current library management system is fragmented

and limited in functionality, creating challenges for users and staff alike. The IRC would therefore like to acquire a library services platform that will address these limitations and align services with modern standards.

7. SCOPE OF WORK

- 7.1 A complete cloud-based library services platform
- 7.2 Access to WorldCat (shared global bibliographic records) which will reduce duplication in cataloguing.
- 7.3 Single search interface for print publications, electronic resources and digital collections.
- 7.4 Fully integrated license, access, and usage management in one system.
- 7.5 Intuitive, mobile-friendly, Google-like search and self-service features.
- 7.6 Real-time dashboards with data-driven insights for collection and usage.
- 7.7 Streamlined, automated workflows (cataloguing, acquisitions, renewals).
- 7.8 Single search discovery interface for library users allowing circulation, resource sharing, metadata and e-resource management, as well as reporting
- 7.9 Assist with the implementation, migration of the data from the current library management system

8. ESTIMATE COSTING

Product Offering	Estimate Cost
Implementation, support and maintenance of library services platform for a period of 24 months.	
VAT	
Total Cost	

9. GENERAL INFORMATION

Enquiries in respect of this RFI should be addressed to:

SUPPLY CHAIN MANAGMENET

E-mail: tenders@compcom.co.za

All queries MUST be e-mailed

END OF THE REQUEST FOR INFORMATION DOCUMENT