



NATIONAL LIBRARY OF SOUTH AFRICA

228 Johannes Ramokhoase Street
Private Bag X397
Pretoria
0001

5 Queen Victoria Street
Cape Town
8001

TERMS OF REFERENCE/SPECIFICATION FOR HYBRID NATIONAL READING SUMMIT 2023

CLOSING DATE: 08 March 2023

TIME: 11h00

NB. Note that Saturday will be treated as the normal working day. Should you want to submit quotation, please submit to the email: Quotations@nlsa.ac.za.

1. BACKGROUND

The National Library of South Africa, hereafter referred to as NLSA, is a world class African National Library and Information Hub. The NLSA is responsible for collecting, recording, preserving, and making available the national documentary heritage of South Africa. The NLSA promotes awareness, appreciation and access to published documents, nationally and internationally and in doing so contributes to the development and prosperity of South Africa. The NLSA has Campuses in Pretoria and Cape Town.

2. SCOPE OF WORK

The National Library of South Africa (NLSA) seeks the services of a professional and qualified service provider to organise and host the hybrid 2023 National Reading Summit (Summit). The Summit will take place from 29 to 31 March 2023. The Summit will physically be hosted at the University of South Africa in Pretoria. It is estimated that 200 delegates, presenters and staff will attend the Summit physically.

The service provider is to have a secure on-line conference platform which requires low bandwidth to access and a dedicated and experienced team to host the Summit on behalf of the NLSA. The virtual platform is to host an unlimited number of delegates.

2.1 GENERAL

The service provider is to act as a consultant in connection with the planning, administering and organising of the hybrid National Reading Summit.

- 2.1.1 Assist with the arrangements for the Summit according to NLSA's requirements and budget as agreed upon by NLSA.
- 2.1.2 Prepare project plan for the hybrid National Reading Summit for approval.
- 2.1.3 Participate in planning meetings as agreed.
- 2.1.4 Undertake the organisational and administrative work connected with the practical planning and management of the Hybrid National Reading Summit.
- 2.1.5 Be responsible for the registration, general administration, design and confirmation systems of all participants connected with the hybrid National Reading Summit. Supply customised information to NLSA based on the foregoing upon request.
- 2.1.6 Provide a mobile application that is synchronous with the conference website and is customisable to each registrant and provides access to social media platforms.

2.2 REGISTRATION

The service provider is to:

- 2.2.1 Acknowledge enquiries, administer, and manage all documentation by means of a dedicated Conference Management System prior and during the hybrid National Reading Summit.
- 2.2.2 Design and distribution of the hybrid National Reading Summit invitation flyer and poster
- 2.2.3 Management of all RSVPs
- 2.2.4 Custom development of the on-line registration portal with National Reading Summit and stakeholder branding.
- 2.2.5 Promote registration to attendees via an HTML mail communication strategy.
- 2.2.6 Electronic generation and distribution of unique username and login details for all attendees according to the terms and conditions to access the virtual platform and mobile app.
- 2.2.7 Manage the physical registration process at the venue.
- 2.2.8 Design and supply printed name tags for delegates, presenters and staff physically attending the National Reading Summit.
- 2.2.9 Full technical support prior to, and during, the registration process through a registration manager.

2.2.10 Draft and distribute guidelines for accessing the virtual portal/platform to all attendees joining virtually.

2.2.11 Offer live support during the hybrid National Reading Summit by a dedicated 'live support' staff member. Also, to present weekly registration reports.

2.3 SPEAKERS

2.3.1 The service provider will:

- Distribute a PowerPoint template for all speakers to use.
- Draft a set of guidelines with the planning committee to promote consistency throughout all presentations. With the committee, agree on and brief the speakers regarding the National Reading Summit protocols:
 - timing of presentation
 - how the Q&A will work
 - what happens when they run out of time?
 - what if they have a technical glitch?
 - how they can communicate with the technical team on the day

2.3.2 Send out electronic speaker confirmation letters detailing their presentation time slot, time allocation, information on the chairperson and other speakers and the topics of their session. The letter will contain a direct link to the on-line speaker page where speakers can upload their information including:

- presentation title (if this still needs to be confirmed)
- short synopsis of the content of their presentation
- head and shoulders photograph
- short biography
- PowerPoint presentation

2.3.3 Pre-recordings

The service provider will:

- pre-record the presentation of identified speakers.
- professionally edit the presentations
- present the edited recordings to the committee for review.

N.B. Please note that the number of presentations to be recorded is not confirmed. The service provider will only invoice for the presentations recorded.

2.3.4 Electronic generation and distribution of unique username and login details for all speakers as needed.

2.3.5 Full dry runs and rehearsals for session chairs.

2.4 PROJECT MANAGEMENT AND STAFF

The service provider will:

- 2.4.1 Attend all scheduled meetings.
- 2.4.2 Speaker management, briefing / guidelines and dry runs for all presenters.
- 2.4.3 Pre-record and professionally edit presentations as required.
- 2.4.4 All technical and infrastructure required to operate the National Reading Summit.
- 2.4.5 Have a full team of technical and support staff available for the National Reading Summit days to manage the virtual and physical aspects of the Summit (technical, production, speakers, attendees).
- 2.4.6 Provide live support during the National Reading Summit for delegates and speakers.

2.5 CONTENT

- 2.5.1 The NLSA will be solely responsible for the technical content/ presentations/ speeches of the National Reading Summit.
- 2.5.2 The NLSA takes responsibility for co-ordinating the professional and technical content of the programme, the timely organisation of such, and necessary proof reading and corrections.
- 2.5.3 The service provider is to host the recordings of all presentations on a platform accessible to delegates for a period of three months post the Summit.
- 2.5.4 Liaise with the NLSA's ICT Department to host presentations on the NLSA's digital platforms post the three-month period.

2.6 WEBSITE

The service provider will:

- 2.6.1 Revise and update content on the existing National Reading Summit website.
- 2.6.2 Maintain the website, pre, during and post the National Reading Summit.
- 2.6.3 Maintain the website until the next National Reading Summit by means of uploading content on a monthly basis for a period of 24 months.

2.7 BRANDING

The service provider will:

- 2.7.1 Develop and produce National Reading Summit branding and promotional material, in full colour, as follows:
 - Design and production of 200 branded cotton fabric shopper bags

- 300 Branded re-usable water bottles
- 30 Branded bibs/vests for marshals and support staff
- 30 Branded pen and USB gift sets
- 200 Branded A5 notebooks and pens
- Design of an email banner to promote the National Reading Summit
- Design and production of 4 wall banners and 10 pull up banners
- Design and production of 20 A5 directional signage posters with poles/support structures
- Design and printing of 200 programmes (2 A4 pages folded to A5 and saddle stitched, 120 grammage page, gloss)

2.8 WATER COOLERS

The service provider to provide:

- Five floor standing water dispensers to provide cold water for Summit attendees.
- Five 20 litre water cooler refill bottles to be dispensed daily.

N.B Attendees will fill their branded reusable water bottles from the dispenser, no bottled water is to be provided.

2.9 VENUE SIGNAGE

The service provider is to design and produce the following signage for display on the UNISA Campus, directing delegates to the venue. Content will be supplied by the NLSA. Reading Summit branding to be used on the signage.

- Six signage poles with A3 display boards.
- PVC banners: full colour, one sided print, size: 5m (l) x 1m (w), quantity = 2.
Banner to have eyelets and rope.
- Feather banners: full colour print, quantity = 15
- Pop up banners: full colour print, quantity = 10

3. NLSA'S RIGHTS

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. All Bidders, to whom the quotation documents have been issued and where the NLSA have record of such Bidders, may be advised in writing of such amendments in good time and any such changes will also be posted on the NLSA's website under the relevant Bid information. All prospective Bidders must, therefore, ensure that they visit the website regularly and before they submit their quotations response to ensure that they are kept updated on any amendments in this regard.

4. DURATION OF THE PROJECT

The appointed service provider to start planning, organizing and preparing for the upcoming event as soon as a purchase order is issued. The event is set to take place from 29-31 March 2023.

5. CONDITIONS OF BID

- 5.1. The NLSA reserves the right not to accept the lowest proposal.
- 5.2. The NLSA reserves the right to appoint one or more Bidder.
- 5.3. The NLSA reserves the right not to award the contract.
- 5.4. The NLSA reserves the right to have any documentation, submitted by the successful Bidder checked or inspected by any other person or organisation.
- 5.5. The NLSA will not be held responsible for any costs incurred by the Bidder in the preparation and submission of the RFQ.
- 5.6. No upfront Payment will be done by NLSA.
- 5.7. All delivery of the requested equipment must be made at the specified National Archives and Records Services of South Africa.
- 5.8. The NLSA reserves the right to purchase and request delivery of the equipment in phases.
- 5.9. The quotations shall remain valid for a period of 60 days, and may be extended at the discretion of the NLSA.

6. EVALUATION CRITERIA

6.1 Criteria for Evaluation

Requirement	Technical Specification	Weighting/Points
Experience	<p>Service providers are to demonstrate experience hosting hybrid national conferences by means of reference letters from clients.</p> <p>The letters are to be on the client's letterhead and must include contact details, scope of the project, quality of the service provided, and date that the service was rendered. Experience having organized conferences for the LIS sector will be an advantage.</p> <p>Three reference letters covering all requirements = 30 points Two reference letters covering all requirements = 20 points One reference letter covering all requirements = 10 points</p>	30 points

	No reference letters or reference letters that do not cover all requirements = 0 points	
Methodology	<p>Proposals demonstration how the hybrid National Reading Summit will be organized and hosted. Proposals to include:</p> <ol style="list-style-type: none"> 1. Implementation plan 2. Timeframes 3. Contingency plans 4. Team <p>Detailed proposal covering all required information = 50 points Proposal submitted covering some but not all of the required information = 30 Proposal submitted but none of the required information included = 0 points</p>	40 points
Platform	<p>Service provider to have a proprietary platform on which to host the hybrid National Reading Summit. The platform is to be secure and use low bandwidth to access.</p> <p>Proof of proprietary platform which is secure and utilize low bandwidth = 10 points Platform is not proprietary, not secure and/or does not utilize low bandwidth = 0 points Service provider does not have a platform = 0 points</p>	10 points
Team	<p>Service provider to have a qualified and experienced team consisting of project manager, events planner, technical support, administrative support, graphic designer and webmaster.</p> <p>Profiles of a complete team demonstrating qualifications and experience = 20 points</p> <p>Profiles submitted for half of the required positions demonstrating qualifications and experience = 10 points Profiles submitted for less than half of the required positions demonstrating qualifications and experience = 5 points</p>	20 points

	Profiles submitted not responsive to the required positions or profiles not complete = 0 points	
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N.B Service providers may be requested to present their solution to the NLSA.

5.2 PREFERENTIAL POINT SYSTEM

The following formula must be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

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.

5.3 Identified specific goals and their weights

- Locality
 - Bidder is based in Gauteng = 20 points
 - Bidder is based outside Gauteng = 10 points

5.4 Mandatory - Pre evaluation (standard bid documents)

Fully completed SBD 4, SBD 6.1, SBD 8, and SBD 9 forms.

NB: Failure to submit the documents listed above shall result in the disqualification of your Bid.

5.5 Preference Point System

The following formula must be used to calculate the points out of 80 for price in respect of an invitation for a tender with a Rand value equal to or below R50 million, inclusive of all applicable taxes:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Ps = Points scored for price of tender under consideration;

Pt = Price of tender under consideration; and

Pmin = Price of lowest acceptable tender.

6. PRICING

Provide detailed quotation covering the service to be provided as per scope of work.

7. ENQUIRIES

All enquiries regarding this RFQ must be directed to the SCM Office.

For any RFQ related enquiries please email sent to lebogang.maleka@nlsa.ac.za and quotations@nlsa.ac.za, quoting the Bid number and description as a reference. Alternately call (012) 402 3017.

For all event related queries, please email Jolene Bhadais on Jolene.bhadais@nlsa.ac.za and/or Shade Pietersen on shade.pietersen@nlsa.ac.za .