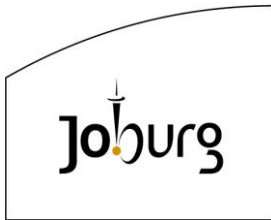**APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.**

INDEX

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
_____

5.   Section 3

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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MBD 1

PART A

INVITATION TO BID

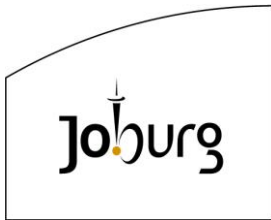| YOU ARE HEREBY INVITED TO BID FOR [REQUIREMENTS] OF THE CITY OF JOHANNESBURG					
BID NUMBER:	**COJ/COMD001/22-23**	**CLOSING DATE:**	**19 MAY 2023**	**CLOSING TIME:**	**10:30AM**
DESCRIPTION	**APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.**				
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (MBD7).					

BID DOCUMENTS MUST BE DEPOSITED IN THE TENDER BOX SITUATED AT:

GROUND FLOOR, METROPOLITAN CENTRE

158 CIVIC BOULEVARD

BRAAMFONTEIN, JOHANNESBURG.

COMPULSORY BRIEFING SESSION.			
DATE: 25 APRIL 2023 **TIME: 10:00 AM** **VENUE: 1ST FLOOR MEETING ROOM, PATERSON PARK LIBRARY 12 PATERSON RD, NORWOOD, JOHANNESBURG**			
SUPPLIER INFORMATION			
NAME OF BIDDER			
POSTAL ADDRESS			
STREET ADDRESS			
TELEPHONE NUMBER	CODE		NUMBER
CELLPHONE NUMBER			
E-MAIL ADDRESS			
VAT REGISTRATION NUMBER			

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
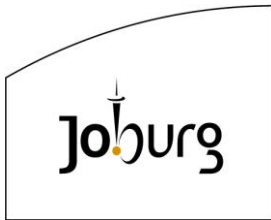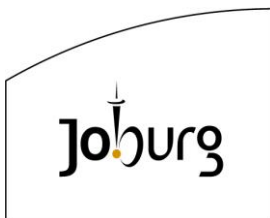
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				CSD No:	
TAX COMPLIANCE STATUS	TCS PIN:		**OR**		
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	☐ Yes ☐ No	

[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE / SWORN AFFIDAVIT (FOR EMES & QSEs) MUST BE SUBMITTED

ARE YOU THE ACCREDITED REPRESENTATIVE **IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR **THE GOODS /SERVICES /WORKS OFFERED?**	☐Yes ☐No [IF YES, ANSWER PART B:3]	
TOTAL NUMBER OF ITEMS OFFERED			**TOTAL BID PRICE**	**R**	
SIGNATURE OF BIDDER			**DATE**		
CAPACITY UNDER WHICH THIS BID IS SIGNED					

BIDDING PROCEDURE ENQUIRIES AND TECHNICAL INFORMATION MAY BE DIRECTED TO:			
DEPARTMENT	COMMUNITY DEVELOPMENT	**CONTACT PERSON**	MS. KAREN NAUDE
EMAIL-ADDRESS	KarenN@joburg.org.za		

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

BUSINESS STRUCTURE	
Individual	
Joint Venture	
Company	
Consortium	
Sub – Contractor	
Other	
If individual	
Name of Bidder	
Contact Person	
Registration number	
Vat number	
CIDB number	
CSD registration number	
Business Address [not postal address]	
Telephone	

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

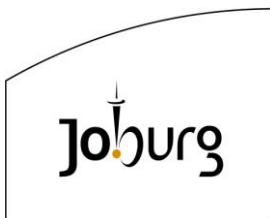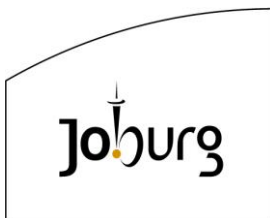|	
E-mail address	
COMPANY	
Name of Bidder	
Contact Person	
Registration number	
Vat number	
CIDB number	
CSD registration number	
Business address [not postal address]	
Telephone	
E-mail address	
If Joint Venture	
Name of Bidder	
Contact Person	
Registration number	
Vat number	

Initial

BID NO: COJ/COMD001/22-23

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CIDB number	
CSD registration number	
Business address [not postal address]	
Telephone	
E-mail address	
If consortium	
Name of Bidder	
Contact Person	
Registration number	
Vat number	
Business address [not postal address]	
Telephone	
E–mail address	

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

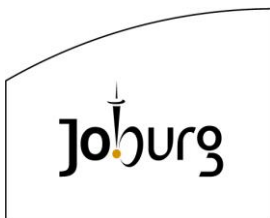| If subcontracting	
Name of Sub-contractor	
Contact Person	
Registration number	
Vat number	
CIDB registration	
CSD registration number	
Business address [not postal address]	
Telephone	
E-mail address	
If other	
Name of Bidder	
Contact Person	
Registration number	
Vat number	
CIDB number	

Initial

BID NO: COJ/COMD001/22-23

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CSD registration number	
Business address [not postal address]	
Telephone	
E-mail address	

MUNICIPAL DETAILS	
SUPPLIER NUMBER [if applicable]	

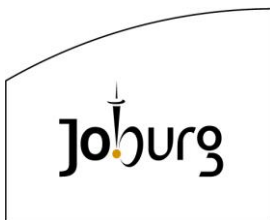Initial

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APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

JOINT VENTURE CERTIFICATE

We, the undersigned member firms in the Joint Venture _____ [Name of the Joint Venture], hereby authorize Mr./Ms._____ to sign this bid document as well as any contract resulting from bid number _____ and any other documents and correspondence in connection with this bid and/or contract for and on behalf of the Joint Venture.

NAME OF THE MEMBER FIRM(S)	REPRESENTATIVE OF THE FIRM	DESIGNATION OF THE REPRESENTATIVE OF THE FIRM	SIGNATURE

NOTE: A copy of the Joint Venture Agreement, Joint Venture Certificate indicating the percentage contribution of each firm to the Joint Venture and the allocation of responsibilities and the resolution authorizing the above-mentioned person to sign all relevant documents must be attached.

Initial

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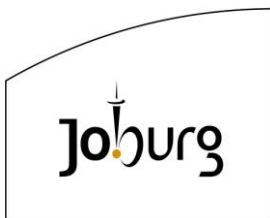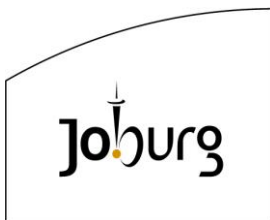
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CONSORTIUM CERTIFICATE

We, the undersigned consortium partners, hereby authorize _____ [Name of entity] to act as lead consortium partner and further authorize Mr./Ms._____ to sign this offer as well as any contract resulting from bid number _____ and any other documents and correspondence in connection with this bid and / or contract for and on behalf of the consortium.

CONSORTIUM PARTNER	FULL NAME OF CONSORTIUM MEMBER	PARTICIPATION %	SIGNATURE

NOTE: A copy of the Consortium Agreement, Consortium Certificate indicating the allocation of responsibilities of consortium partner to the Consortium and the resolution authorizing the above-mentioned person to sign all relevant documents must be attached.

Initial

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_____

SUBCONTRACTING CERTIFICATE

I/We, the undersigned bidder undertake to subcontract _____% of the total bidding value to the below subcontractor/s.

NAME OF SUBCONTRACTOR	*CONTACT MEMBER OF THE SUB CONTRACTOR*	*% TO BE SUBCONTRACTED*	*SIGNATURE*

NOTE: A copy of the Subcontract Agreement indicating the allocation of responsibilities of each subcontractor must be attached.

Initial

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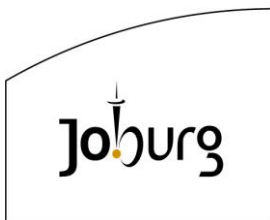_____

PARTNERSHIP CERTIFICATE

We, the undersigned partners in the business trading as _____

hereby authorize Mr./Ms. _____ to sign this offer as well as

any contract resulting from bid number _____ and any other documents

and correspondence in connection with this bid and / or contract for and on behalf of the

abovementioned partnership.

NAME OF PARTNER	*IDENTITY NO.*	*OWNERSHIP %*	*SIGNATURE*

NOTE: A copy of the Partnership Agreement indicating the allocation of responsibilities of each partner to the Partnership and the resolution authorizing the above-mentioned person to sign all relevant documents must be attached.

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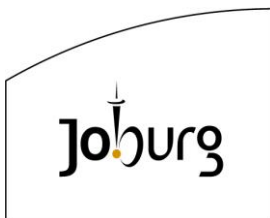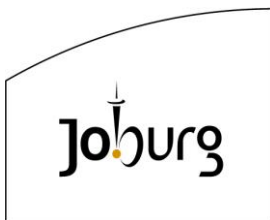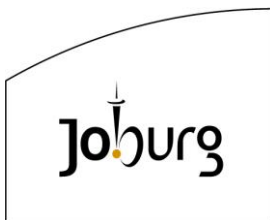
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MBD 1 – PART B

1. IMPORTANT NOTICE

A bidder is required to take notice of the following in the preparation and submission of this bid. _**THIS IMPORTANT NOTICE APPLIES TO THE BID AS A WHOLE AND MUST BE READ AS PART OF EVERY SECTION AND ANNEXURE TO THIS BID DOCUMENT.**_

1.1. The bidder must read this bid document diligently and where possible take advice or refer to the relevant legislation and regulation applicable to procurement.

1.2. The bid document must be completed in black ink and in full, correctly and truthfully. Provided that it's not relevant to the bidder, it must be marked "**N/A**".

1.3. Bid documents must be sealed when submitted. The submission must be delivered at the correct address as it reads from this bid document on or before the closing date and before the closing time. The correct time to be used will be Telkom time. No submission shall be accepted other than in the manner described in this paragraph.

1.4. Information requested must be provided. Such information must be genuine. Should information be a copy of the original, such copy must be certified and commissioned as the true copy of the original in terms of the relevant laws.

1.5. Documents requested [including those under "returnable documents" under specifications / terms of reference] must be attached at the end of that particular annexure requesting such information. Should the information exceed the provided space, an addendum must be attached at the end of that particular annexure requesting such information.

1.6. Any requirement for signature must be signed at the appropriate space provided. It shall be deemed that the signatory is the bidder or a duly authorized person of the bidder.

1.7. The briefing session **must** be attended if compulsory. If not, the municipality highly recommends that the briefing session be attended.

1.8. **Error/s made must be scratched and signed next to the error by the same person who signs the bid document. Therefore, no tipex is allowed. In addition,**

Initial

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error/s made and relating to price must be accompanied by a letter [in the bidder's letterhead] pointing out the error made and acknowledging that it is his or her signature and was signed by the bidder for reasons of correcting the error.

1.9.   The bid may be rejected in the event that the bidder:

    1.9.1.   fails to complete fully this bid document or to provide the information requested, or to sign the bid at the appropriate spaces provided or next to errors, his/her/its bid may be rejected due to non-compliance or being invalid;

    1.9.2.   is found to be a role player or commits criminal act/s including fraud, price rigging, corruption, collusion, or forgery, the bidder shall be rejected. In the case of an award already made, the award or contract shall be terminated; or

    1.9.3.   any of its director/s or those of the subcontractor/s or partner/s:

        1.9.3.1.   owe municipal charges and is in arrears for more than 3 (three) months;

        1.9.3.2.   had during the last 5 (five) years failed to perform satisfactorily on previous contract with the municipality or municipal entity or organ of the state after written notice was given to perform satisfactorily;

        1.9.3.3.   abused the supply chain management of the municipality or municipal entity or committed an improper conduct;

        1.9.3.4.   has been listed in the register of tender defaulters; or

        1.9.3.5.   if any of the bidder's principals are in the service of the state.

1.10.   Any steps taken because the bidder has failed to comply as provided in terms of this important notice or breached terms and conditions of the bid, shall not prevent the municipality from taking any steps available in law in addition to the remedies taken because of non-compliance or breach.

1.11.   **Failure to take note of the advice and recommendations made under this important notice, shall be at the bidder's own risk**.
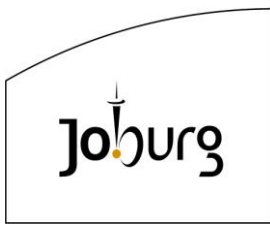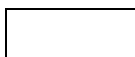
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_____

1.12. This bid will be subject to public adjudication and notice of the date and time of the sitting shall be published on the Municipality's website.

1.13. Bid documents must be collected at the stipulated address, date and time as advertised, or downloaded from the appropriate websites.

1.14. Bid documents will be opened after the closing time and all bidders and their prices will be published on the municipality's website.

1.15. The bid award shall be published in the municipal websites.

1.16. **BID SUBMISSION**:

    1.16.1. Bids must be delivered by the stipulated time to the correct address. Late bids will not be accepted for consideration.

    1.16.2. This bid is subject to the Preferential Procurement Policy Framework Act, 2000 and the Preferential Procurement Regulations, 2022, the General Conditions of Contract (GCC) and, if applicable, any other Special Conditions of Contract.

    1.16.3. The successful bidder will be required to sign a written service level agreement.

1.17. The City of Johannesburg reserves the right to source information from various sources to verify the information provided by the bidder in this bid and to enable the City to assess the bidder's financial stability and viability, and record of business conduct. The information to be sourced may include information relevant for the verification of all the information submitted by the bidder in this bid and any other information that may reasonably be deemed necessary to enable the City's verification and assessment, including the following:

    1. Commercial risk ratings,

    2. Whether the bidder honours commitments with suppliers and/or customers,

    3. Trade references,

    4. Company statutory information,

    5. Bidder's current address,

    6. Tax information,

Initial

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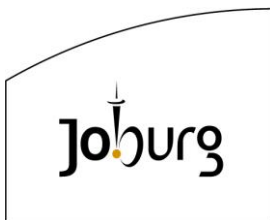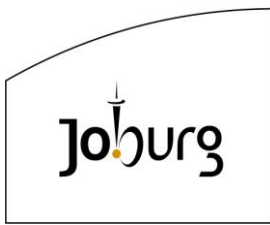
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7.   Bidder certification by international or local standard setting bodies and/or verification agencies,

8.   Shareholding (shares and/or financial instruments held in and/or by the bidder),

9.   Whether the bidder has relevant capacity (resources, infrastructure etc.) to execute the contract,

10.   Annual Financial Statements, or information included therein,

11.   Property interests of the bidder and principals,

12.   Judgements, and default listings of the bidder and principals, as well as debt review of principals,

13.   Business rescue, liquidation of bidder and sequestration of principals,

14.   Principals, including their shareholdings and/or business interests in the bidder and other entities as well as current interests.

1.18.   The City may source the information directly from the sources, or make use of agents to source the information on its behalf.

1.19.   **Consent form in terms of section 11 of the Protection of Personal Information Act, 2013 ("POPIA")**

1.19.1.   In order for the City to consider the bidders response, it will be necessary for the City to process certain personal information which the bidder may share with the City for the bid submission, including personal information – which may include special personal information ("personal information"). Personal information will be processed by the City for the purposes of assessing the bidder's submission in relation to the bid. The City may also share the bidder's personal information with third parties to carry out verification and background checks, where necessary. In this regard, the bidder acknowledges that the City's authorized verification agent/s and service provider/s will access the personal information.

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BID NO: COJ/COMD001/22-23

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_____

1.19.2.   By ticking yes, and signing below, the bidder agrees and voluntarily consents to the City processing the bidder's personal information for the purpose of evaluating its submission, including to confirm and verify any information provided in the submission and the bidder gives the City permission to do so. The bidder agrees that the personal information may be disclosed by the City to third parties. The bidder understands that it is free to withdraw its consent on written notice to the City, however if consent is not given or is withdrawn, the City may be unable to process the bid submission.

Please tick one:

Yes ☐   **No** ☐

_____   _____
Signature   **Date**
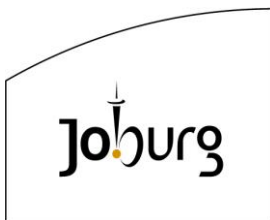
_____   _____
Capacity   **Name of Bidder**

☐
Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

2   CONDITIONS OF BID

2.1.   No bid will be accepted from persons in the service of the state as defined in the Municipal Finance Management Act and Regulations.

2.2.   The bid terms and conditions remain binding to the bidder throughout the contracting period.

2.3.   A consideration of this bid is subject to governing legislation, including those relating to B-BBEE, the City's development goals, Preferential Procurement Policy Framework Act 5 of 2000 and its Regulations as amended.

2.4.   That the tender may not necessarily be awarded to the bidder scoring the highest points.

2.5.   The bidder is prohibited from participating in any form of price manipulation or bid rigging including those in MBD 9. If found, the bidder will be disqualified, or award be terminated.

2.6.   Negotiations will only be conducted with selected bidder/s where necessary.

2.7.   An award may be made to more than one bidder.

2.8.   If considered necessary, the municipality reserves the right to visit the bidder's place of business and/or its customers.

2.9.   The specifications are the copyright of the municipality.

2.10.   The municipality reserves the right to cancel the requests for bids at any time or stage before the award or not to accept any bid.

2.11.   Should it be found that the bidder has not been truthful and/or dishonest, then municipality shall cancel the award and negotiate with the next acceptable bidder.

2.12.   All bids will be treated as confidential to the extent that the Municipality is required by law to publish or make information in the bid available to a third party.

2.13.   Any dispute arising out of or relating to the bid must first be referred to the Accounting Officer for resolution.
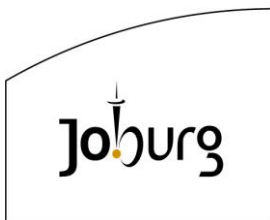
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_____

2.14.   Remedies

(1) If an organ of state is of the view that a tenderer submitted false information regarding a specific goal, the City of Johannesburg will —

(a) inform the tenderer accordingly; and

(b) give the tenderer an opportunity to make representations within 14 days as to why the tender may not be disqualified or, if the tender has already been awarded to the tenderer, the contract should not be terminated in whole or in part.

(2) After considering the representations referred to in subparagraph (2.14) (b), the City of Johannesburg may, if it concludes that such information is false—

(a) disqualify the tenderer or terminate the contract in whole or in part; and

(b) if applicable, claim damages from the tenderer.

2.15.   The tender may be divisible and be awarded to more than one bidder.

2.16.   The City reserves the right to award the bid in full, partially or not at all.

3.   TERMS AND CONDITIONS FOR BIDDING [Part B – Tax Compliance Requirements]

3.1.   Bidders must ensure compliance with their tax obligations.

3.2.   Bidders are required to submit their unique personal identification number (PIN) issued by the South Africa Revenue Services (SARS) to enable the organ of state to view the taxpayer's profile and tax status.

3.3.   Application for the tax compliance certificate (TCC) or pin may also be made via e-filing. In order to use this provision, taxpayers will need to register with SARS as e-filers through the website www.sars.gov.za.

3.4.   Foreign suppliers must complete the pre-award questionnaire in 3.7 below.

3.5.   Bidders may also submit a printed TCC certificate together with the bid. In bids where consortia / joint ventures / sub-contractors are involved, each party must submit a separate TCC certificate / PIN and CSD number.

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BID NO: COJ/COMD001/22-23

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3.6.   Where no TCC is available but the bidder is registered on the central supplier database (CSD), a CSD number must be provided.

3.7.   **If the answer is "no" to all of the below, then it is not a requirement to register for a tax compliance status system pin code from SARS and if not register as per 3.3 above.**

Question	Yes	No
Is the entity a resident of the republic of South Africa (RSA)?		
Does the entity have a branch in the RSA?		
Does the entity have a permanent establishment in the RSA?		
Does the entity have any source of income in the RSA?		
Is the entity liable in the RSA for any form of taxation?		

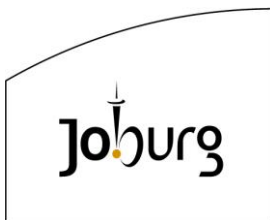Initial

BID NO: COJ/COMD001/22-23

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4.   TAX MATTERS

It is a condition of the bid that the taxes of the successful bidder must be in order as at the date of award, or that satisfactory arrangements have been made with SARS to meet the bidder's tax obligations as at the date of award. The annexure must be read in conjunction with the important notice.

4.1.   The bidder must submit the tax compliance status PIN / CSD in order to enable the verification of the tax status of the bidder.

4.2.   The bidder, upon being called to, must submit a valid Tax Clearance Certificate issued by any SARS branch office in order to determine tax compliance. The Tax Clearance Certificate Requirements are also applicable to foreign bidders / individuals who wish to submit bids.

4.3.   The tax affairs of the bidder, as at the date of award, must be tax compliant.

4.4.   Provided that the bid has Consortia / Joint Ventures / Sub-contractors involved, the conditions in 4.2 and 4.3 above equally apply to each member of the Consortia / Joint Ventures / Sub-contractor.
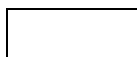

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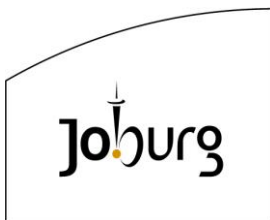**Signature**   **Date**

_____   _____

Capacity   **Name of Bidder**

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5.   **GENERAL TERMS AND CONDITIONS OF THE CONTRACT**

a)   In this document words in the singular also refer to the plural and *vice versa* and words in the masculine also mean in the feminine and neuter.

b)   The General Conditions of Contract (GCC) will form part of all bid documents and may not be amended.

c)   Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the GCC. Whenever there is a conflict, the provisions in the SCC shall prevail.

d)   Wherever the following words appear, they will have interchangeable meaning: "purchaser" refers to the "municipality" and "supplier" refers to the "bidder".

Definitions

1.   The following terms shall be interpreted as indicated:

1.1   "Closing time" means the date and hour specified in the bidding documents for the receipt of bids.

1.2   "Contract" means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.3   "Contract price" means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.

1.4   "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.

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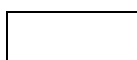

1.5   "Countervailing duties" are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.

1.6   "Country of origin" means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different in basic characteristics or in purpose or utility from its components.

1.7   "Day" means calendar day.

1.8   "Delivery" means delivery in compliance of the conditions of the contract or order.

1.9   "Delivery *ex stock*" means immediate delivery directly from stock actually on hand.

1.10   "Delivery into consignees store or to his site" means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.

1.11   "Dumping" occurs when a private enterprise abroad markets its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.

1.12   "*Force majeure*" means an event beyond the control of the supplier and not involving the supplier's fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

1.13   "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.

1.14   "GCC" means the General Conditions of Contract.

1.15   "Goods" means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
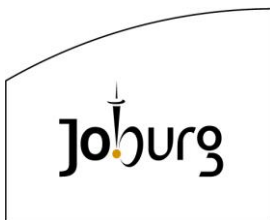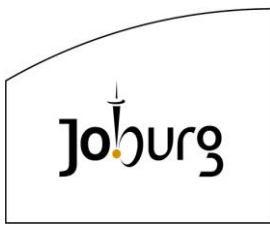
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1.16 "Imported content" means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.

1.17 "Local content" means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.

1.18 "Manufacture" means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.

1.19 "Order" means an official written order issued for the supply of goods or works or the rendering of a service.

1.20 "Project site," where applicable, means the place indicated in bidding documents.

1.21 "Purchaser" means the organization purchasing the goods.

1.22 "Republic" means the Republic of South Africa.

1.23 "SCC" means the Special Conditions of Contract.

1.24 "Services" means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.

1.25 "Written" or "in writing" means handwritten in ink or any form of electronic or mechanical writing.

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2. *Application*

2.1.   These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.

2.2.   Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.

2.3.   Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.

3. *General*

3.1.   Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.

3.2.   Invitations to bid are, in addition to the purchaser's website and/or newspapers, are published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za.

4. *Standards*

4.1.   The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.

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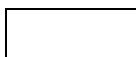
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5. *Use of contract documents and information; inspection*

5.1. The supplier shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

5.2. The supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.

5.3. Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier's performance under the contract if so required by the purchaser.

5.4. The supplier shall permit the purchaser to inspect the supplier's records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.

6. *Patent rights*

6.1. The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

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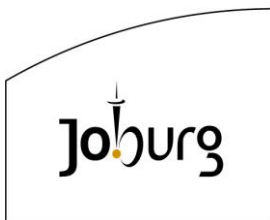
7. _Performance security_

7.1. Within 30 (thirty) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.

7.2. The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier's failure to complete his obligations under the contract.

7.3. The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:

(a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or

(b) a cashier's or certified cheque

7.4. The performance security will be discharged by the purchaser and returned to the supplier not later than 30 (thirty) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.

8. _Inspections, tests and analysis_

8.1. All pre-bidding testing will be for the account of the bidder.

8.2. If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the purchaser or an organization acting on behalf of the purchaser.

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8.3.   If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.

8.4.   If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.

8.5.   Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.

8.6.   Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.

8.7.   Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.

8.8.   The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
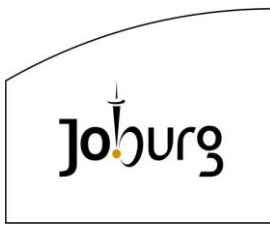
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9. _Packing_

9.1. The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.

9.2. The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.

10. _Delivery and documents_

10.1. Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

10.2. Documents to be submitted by the supplier are specified in SCC.

11. _Insurance_

11.1. The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.

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12. *Transportation*

12.1.   Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.

13. *Incidental services*

13.1.   The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:

   (a)   Performance or supervision of on-site assembly and/or commissioning of the supplied goods;

   (b)   Furnishing of tools required for assembly and/or maintenance of the supplied goods;

   (c)   Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;

   (d)   Performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and

   (e)   Training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplier goods.

13.2.   Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.

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14. *Spare parts*

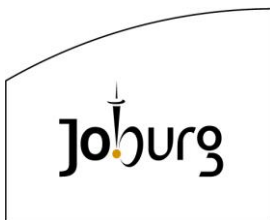14.1.   As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:

(a)   such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and

(b)   in the event of termination of production of the spare parts:

(i)   Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and

(ii)   following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.

15. *Warranty*

15.1.   The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract.

15.2.   The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.

15.3.   This warranty shall remain valid for 12 (twelve) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for 18 (eighteen) months after the date of

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shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.

15.4.   The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.

15.5.   Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.

15.6.   If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be necessary, at the supplier's risk and expense and without prejudice to any other rights   which the purchaser may have against the supplier under the contract.

16. *Payment*

16.1.   The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.

16.2.   The supplier shall furnish the purchaser with an invoice accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.

16.3.   Payments shall be made promptly by the purchaser, but in no case later than 30 (thirty) days after submission of an invoice or claim by the supplier.

16.4.   Payment will be made in Rand unless otherwise stipulated in SCC.

17. *Prices*

17.1.   Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.

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18. _Contract amendments_

18.1.   No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.

19. _Assignment_

19.1.   The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.

20. _Subcontracts_

20.1.   The supplier shall notify the purchaser in writing of all subcontracts awarded under this contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.

21. _Delays in the supplier's performance_

21.1.   Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.

21.2.   If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s).

21.3.   As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.

21.4.   No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.

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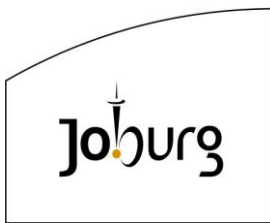
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21.5. The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.

21.6. Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.

21.7. Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.

22. _Penalties_

22.1. Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

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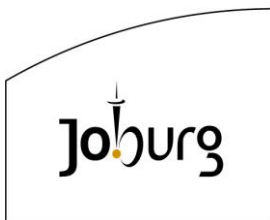
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23. _Termination for default_

23.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:

(a) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2;

(b) if the supplier fails to perform any other obligation(s) under the contract; if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

23.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated.

23.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 (ten) years.

23.4. If a purchaser intends imposing a restriction on a supplier or any person associated with the supplier, the supplier will be allowed a time period of not more than 14 (fourteen) days to provide reasons why the envisaged restriction should not be imposed. Should the supplier fail to respond within the stipulated 14 (fourteen) days the purchaser may regard the intended penalty as not objected against and may impose it on the supplier.

23.5. Any restriction imposed on any person by the Accounting Officer / Authority will, at the discretion of the Accounting Officer / Authority, also be applicable to any other enterprise or any partner, manager, director or other person who wholly or partly exercises or exercised or may exercise control over the enterprise of the first-

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APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

mentioned person, and with which enterprise or person the first-mentioned person, is or was in the opinion of the Accounting Officer / Authority actively associated.

23.6.   If a restriction is imposed, the purchaser must, within 5 (five) working days of such imposition, furnish the National Treasury, with the following information:

(i)   the name and address of the supplier and / or person restricted by the purchaser;

(ii)   the date of commencement of the restriction

(iii)   the period of restriction; and

(iv)   the reasons for the restriction.

These details will be loaded in the National Treasury's central database of suppliers or persons prohibited from doing business with the public sector.

23.7.   If a court of law convicts a person of an offence as contemplated in sections 12 or 13 of the Prevention and Combating of Corrupt Activities Act, No. 12 of 2004, the court may also rule that such person's name be endorsed on the Register for Tender Defaulters. When a person's name has been endorsed on the Register, the person will be prohibited from doing business with the public sector for a period not less than 5 (five) years and not more than 10 (ten) years. The National Treasury is empowered to determine the period of restriction and each case will be dealt with on its own merits. According to section 32 of the Act the Register must be open to the public. The Register can be perused on the National Treasury website.

24. _Anti-dumping and countervailing duties and rights_

24.1.   When, after the date of bid, provisional payments are required, or antidumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase.

24.2.   When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such

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provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him.

25. *Force Majeure*

25.1.   Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of a *force majeure.*

25.2.   If a *force majeure* situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the *force majeure* event.

26. *Termination for insolvency*

26.1.   The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

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27.   Settlement of Disputes

27.1.   If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

27.2.   If, after 30 (thirty) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.

27.3.   Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.

27.4.   Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.

27.5.   Notwithstanding any reference to mediation and/or court proceedings herein:

(a)   the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and

(b)   the purchaser shall pay the supplier any monies due the supplier.

27.6.   Except in cases of criminal negligence or willful misconduct, and in the case of infringement pursuant to Clause 6;

(a)   the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and

(b)   the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.
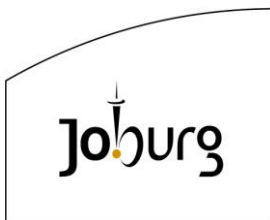
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28.   Governing language

28.1.   The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.

29.   Applicable law

29.1.   The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.

30.   *Notices*

30.1.   Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail   to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice.

30.2.   The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.

31.   Taxes and duties

31.1.   A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.

31.2.   A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.

31.3.   No contract shall be awarded to any bidder whose tax matters are not in order. A tax clearance certificate must be submitted and if a copy, such must be certified as the true copy of the original. Revenue Services.
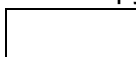
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32. National Industrial Participation (NIP) Programme

32.1.   The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.
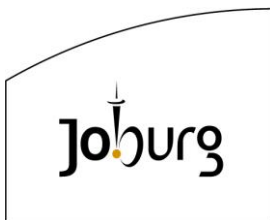
33. Prohibition of Restrictive practices

33.1.   In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

33.2.   If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998.

33.3.   If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s)for such item(s) offered, and / or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

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SECTION 1

1.1	**CONDITIONS OF AWARD** **Notwithstanding the suppliers' proposal being recommended for award, an award shall not be made to a supplier whose:**
1.1.1	Tax matters are not in order, as confirmed in terms of the National Treasury's Centralized Supplier Database (CSD) and/or SARS.
1.1.2	Municipal Rates and Taxes of the bidder and that of its Directors is in arrears for more than 3 (three) months and there are no arrangements made with the relevant Municipality.
1.1.3	Directors and Principal members are in the Service of the State as defined in Regulation 1, of the Municipal Supply Chain Management Regulations.
1.1.4	Name or that of its directors appear on the National Treasury's database of Restricted Suppliers.
1.1.5	If the bidder's audited financial statements do not satisfy the financial analysis from National Treasury.
1.1.6	If the successful bidder cannot provide proof of a Local Support Office which is physically located and registered as a company in South Africa.

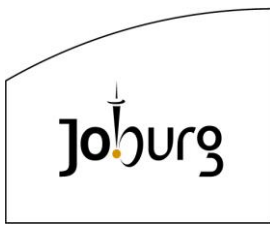Initial

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SECTION 2

TERMS OF REFERENCE
PLEASE REFER TO APPENDIX "A"
AT THE BACK OF THE DOCUMENT.

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FORM OF BID / PRICING SCHEDULE

NB. ERROR/S MADE MUST BE SCRATCHED AND SIGNED NEXT TO THE ERROR BY THE SAME PERSON WHO SIGNS THE BID DOCUMENT. THEREFORE, NO TIPEX IS ALLOWED. IN ADDITION, ERROR/S MADE AND RELATING TO PRICE MUST BE ACCOMPANIED BY A LETTER [IN THE BIDDER'S LETTERHEAD] POINTING OUT THE ERROR MADE AND ACKNOWLEDGING THAT IT IS THE DELEGATED SIGNATORY AND WAS SIGNED BY THE BIDDER FOR REASONS OF CORRECTING THE ERROR.

IN THE EVENT THAT THE BIDDER FAILS TO COMPLETE FULLY THIS FORM OF BID/PRICE SCHEDULE OR TO PROVIDE THE INFORMATION REQUESTED, OR TO SIGN THE BID AT THE APPROPRIATE SPACES PROVIDED OR NEXT TO ERRORS, THE BID WILL BE REJECTED AS NON-RESPONSIVE.

BIDDERS TO FILL IN THE FOLLOWING TABLE

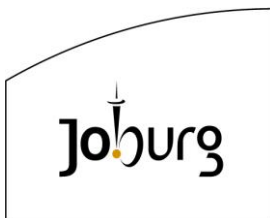| ITEM	DESCRIPTION	TOTAL AMOUNT
1.	**APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS**	R

Prices include Value Added Tax

Rate of Value Added Tax Ø_____%

Ø To be inserted by the Proposer

Name of Proposer (in full): _____

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│             │
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APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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PROPOSAL PRICE ADJUSTMENT

Is this a firm price proposal? _____

The answer to the above question must either be YES/NO

NB: If neither Yes or No is inserted the Bid price will be taken to be firm and no adjustment will be allowed, notwithstanding anything to the contrary elsewhere contained.

If the answer to the above question is **NO**, Proposers are to provide a detailed Annexure specifying components and percentages of the pricing elements that will fluctuate. An indication should be given of the escalation across the Bid period stipulating base rates that the Bid is premised upon and changes in the subsequent year. Failure to provide details in this regard will invalidate your claim for a Bid price adjustment.

Name of bidder (in full)   :   _____

Company Registration Number   :   _____

VAT Registration Number   :   _____

Business address   :   _____

  _____

  _____

Postal address   :   _____

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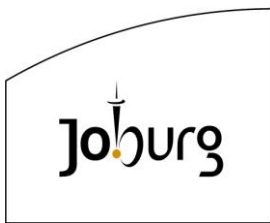
BID NO: COJ/COMD001/22-23

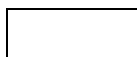**APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.**
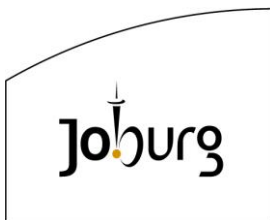
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Telephone number   :   _____

E-mail address   :   _____

Name of person authorized to sign this Bid : _____

(BLOCK LETTERS**)**

Signature of person authorized to sign this Bid _____

Date   :   _____ 2023

As witness   :   _____

NB: THE RESOLUTION AUTHORIZING THE ABOVE-MENTIONED PERSON TO SIGN ALL RELEVANT DOCUMENTS MUST BE ATTACHED.

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BID NO: COJ/COMD001/22-23

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MBD 3.2

PRICE ADJUSTMENTS
A   NON-FIRM PRICES SUBJECT TO ESCALATION

NAME OF BIDDER: …………….………………………   BID NUMBER: COJ/COMD001/22-23

CLOSING TIME: 10:30AM   CLOSING DATE: 19 MAY 2023

OFFER TO BE VALID FOR 12 (TWELVE) MONTHS FROM THE CLOSING DATE OF BID.

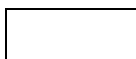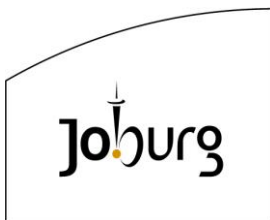*1.   IN CASES OF PERIOD CONTRACTS, NON-FIRM PRICES WILL BE ADJUSTED (LOADED) WITH THE ASSESSED CONTRACT PRICE ADJUSTMENTS IMPLICIT IN NON FIRM PRICES WHEN CALCULATING THE COMPARATIVE PRICES*

2.   IN THIS CATEGORY PRICE ESCALATIONS WILL ONLY BE CONSIDERED IN TERMS OF THE FOLLOWING FORMULA:

$$Pa = (1-V)Pt\left(D1\frac{R1t}{R1o} + D2\frac{R2t}{R2o} + D3\frac{R3t}{R3o} + D4\frac{R4t}{R4o} \right) + VPt$$

Where:

Pa	=	The new escalated price to be calculated.
(1-V) Pt	=	85% of the original bid price. **Note that Pt must always be the original bid price and not an escalated price.**
D1, D2..	=	Each factor of the bid price eg. labour, transport, clothing, footwear, etc. The total of the various factors D1,D2…etc. must add up to 100%.
R1t, R2t……	=	Index figure obtained from new index (depends on the number of factors used).
R1o, R2o	=	Index figure at time of bidding.
VPt	=	15% of the original bid price. This portion of the bid price remains firm i.e. it is not subject to any price escalations.

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3.   The following index/indices must be used to calculate your bid price:

Index………. Dated……….   Index………. Dated……….   Index………. Dated……….

Index………. Dated……….   Index………. Dated……….   Index……… Dated……….

4.   FURNISH A BREAKDOWN OF YOUR PRICE IN TERMS OF ABOVE-MENTIONED FORMULA. THE TOTAL OF THE VARIOUS FACTORS MUST ADD UP TO 100%.

FACTOR (D1, D2 etc. eg. Labour, transport etc.)	PERCENTAGE OF BID PRICE

PRICES SUBJECT TO RATE OF EXCHANGE VARIATIONS

1.   *Please furnish full particulars of your financial institution, state the currencies used in the conversion of the prices of the items to South African currency, which portion of the price is subject to rate of exchange variations and the amounts remitted abroad.*

PARTICULARS OF FINANCIAL INSTITUTION	ITEM NO	PRICE	CURRENCY	RATE	PORTION OF PRICE SUBJECT TO ROE	AMOUNT IN FOREIGN CURRENCY REMITTED ABROAD
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		
				ZAR=		

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2.   *Adjustments for rate of exchange variations during the contract period will be calculated by using the average monthly exchange rates as issued by your commercial bank for the periods indicated hereunder: (Proof from bank required)*

AVERAGE MONTHLY EXCHANGE RATES FOR THE PERIOD:	*DATE DOCUMENTATION MUST BE SUBMITTED TO THIS OFFICE*	*DATE FROM WHICH NEW CALCULATED PRICES WILL BECOME EFFECTIVE*	*DATE UNTIL WHICH NEW CALCULATED PRICE WILL BE EFFECTIVE*

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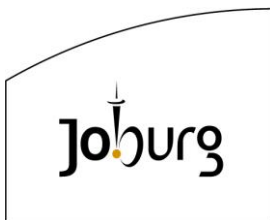**APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.**

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MBD 4

DECLARATION OF INTEREST

1.   No bid will be accepted from persons in the service of the state[1].

2.   Any person, having a kinship with persons in the service of the state, including a blood relationship, may make an offer or offers in terms of this invitation to bid. In view of possible allegations of favouritism, should the resulting bid, or part thereof, be awarded to persons connected with or related to persons in service of the state, it is required that the bidder or their authorised representative declare their position in relation to the evaluating/adjudicating authority.

3.   **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

   3.1.   Full Name of bidder or his or her representative: …………………………………

   3.2.   Identity Number: ……………………………………………………………………….

   3.3.   Position occupied in the Company (director, trustee, shareholder[2]): ……….……

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[1] **MSCM Regulations**: "in the service of the state" means to be –

(a)   a member of –

   (i)   any municipal council;
   (ii)   any provincial legislature; or
   (iii)   the national Assembly or the national Council of provinces;

(b)   [2] a member of the board of directors of any municipal entity;

(c)   an official of any municipality or municipal entity;

(d)   an employee of any national or provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act No.1 of 1999);

(e)   a member of the accounting authority of any national or provincial public entity; or

(f)   An employee of Parliament or a provincial legislature.

[2] **Shareholder**" means a person who owns shares in the company and is actively involved in the management of the company or business and exercises control over the company.

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3.4.   Company Registration Number: ………………………………………………….

3.5.   Tax Reference Number: …………………………………………………………

3.6.   VAT Registration Number: ………………………………………………………

3.7.   The names of all directors / trustees / shareholders members, their individual identity numbers and state employee numbers must be indicated in paragraph 4 below.

3.8.   Are you presently in the service of the state? **YES / NO**

   3.8.1   If yes, furnish particulars..…………………………………………………
   …………………………………………………………………………………...

3.9.   Have you been in the service of the state for the past twelve months? **YES / NO**

   3.9.1 If yes, furnish particulars…………………………………………………………

3.10.   Do you have any relationship (family, friend, other) with persons in the service of the state and who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

   3.10.1 If yes, furnish particulars…………………………………………………………

3.11.   Are you, aware of any relationship (family, friend, other) between any other bidder and any persons in the service of the state who may be involved with the evaluation and or adjudication of this bid? **YES / NO**

   3.11.1 If yes, furnish particulars………………...

3.12.   Are any of the company's directors, trustees, managers, principle shareholders
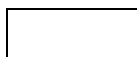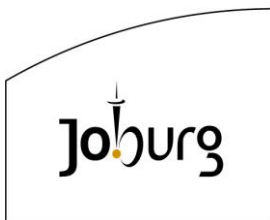
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or   stakeholders in service of the state? **YES/NO**

3.12.1 If yes, furnish particulars…………………………………………………………

3.13.   Are any spouse, child or parent of the company's directors, trustees, managers, Principal Shareholders or stakeholders in service of the state? **YES/NO**

3.13.1 If yes, furnish particulars……………………………………………………….

3.14.   Do you or any of the directors, trustees, managers, principle shareholders, or stakeholders of this company have any interest in any other related companies or business whether or no they are bidding for this contract? **YES / NO**

3.14.1 If yes, furnish particulars: …………………………………………………………

4.   Full details of directors / trustees / members / shareholders.

Full Name	Identity Number	State Employee Number

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_____   _____

Signature   **Date**

_____   _____

Capacity   **Name of Bidder**

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Declaration of interest

In order to give effect to the declaration of interest [MBD 4], the following questionnaire must be completed. The bidder is required to respond by yes or no to the declarations and furnish information in the format provided in the event that the response is YES. By appending signature at the end, the bidder confirms the declarations to be true and correct. The declaration must be read in conjunction with the important notice.

1.   Have you been in the service of the state for the past twelve months? **YES / NO**

2.   Are any of the bidder's directors, trustees, managers, principle shareholders or stakeholders in service of the state? **YES/NO**

3.   Is any spouse, child or parent of the bidder's directors, trustees, managers, major shareholder/s or stakeholder/s in service of the state? **YES/NO**
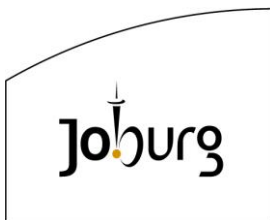
4.   Do you or any of the director/s, trustee/s, manager/s, major shareholder/s, or stakeholder/s of the bidder have any interest in any other related companies or business whether or not they are bidding for this contract? **YES / NO**

5.   If yes in any or all of the above, furnish particular in the format below.

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

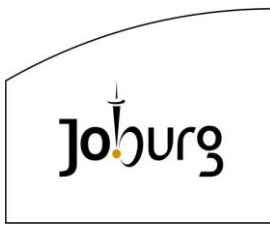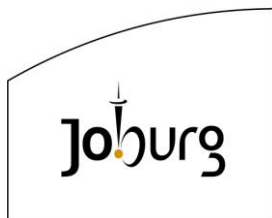| Paragraph reference	Full Name	Identity number	State employee number	Status [currently or past employed]	Relationship to bidder
1					
2					
3					
4					

_____   _____
Signature   **Date**

_____   _____
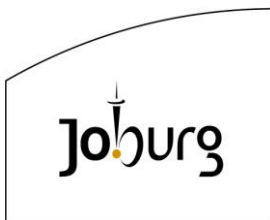**Capacity**   **Name of Bidder**

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

MBD 5

DECLARATION FOR PROCUREMENT ABOVE R10 MILLION (VAT INCLUDED)

For all procurement expected to exceed R10 million (VAT included), bidders must complete the following questionnaire:

1   Are you by law required to prepare annual financial statements   **YES/NO**

    for auditing?

  1.1 If yes, submit audited annual financial statements for the past

      Three years or since the date of establishment if established during the past three years.

      ………………………………………………………………

      ………………………………………………………………

2   Do you have any outstanding undisputed commitments for   **YES/NO**

    municipal services towards a municipality or any other service provider in respect of which payment is overdue for more than 30 days?

  2.1. If no, this serves to certify that the bidder has no undisputed commitments for municipal services towards a municipality or other service provider in respect of which payment is overdue for more than 30 days.

  2.2 If yes, provide particulars.

      ………………………………………………………………
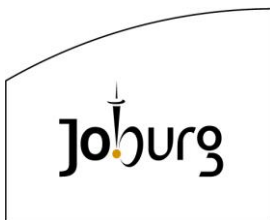
      ……………………………………………………………..

3   Has any contract been awarded to you by an organ of state   **YES/NO**

    during the past five years, including particulars of any material non-compliance or dispute concerning the execution of such contract?

  3.1   If yes, furnish particulars

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

....

....

4.   Will any portion of goods or services be sourced from outside   **YES/NO**

the Republic, and, if so, what portion and whether any portion
of payment from the municipality / municipal entity is expected
to be transferred out of the Republic?

4.1 If yes, furnish particulars

……………………………………………………..

……………………………………………………..

CERTIFICATION

I, THE UNDERSIGNED (NAME) ……………………………………………………………
CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM IS CORRECT.
I ACCEPT THAT THE STATE MAY ACT AGAINST ME SHOULD THIS DECLARATION PROVE TO
BE FALSE.

………………………………………..…….   …………………………………………
            Signature   **Date**

…………………………………………….   …………………………………………………
            Position   **Name of Bidder**

┌─────────┐
│   │
└─────────┘
Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

DECLARATION FOR PROCUREMENT ABOVE R10 MILLION

In order to give effect to the Declaration for Procurement above R10 Million [MBD 5] (Vat Included), the bidder is required to furnish information in the format provided in the event that the response is NO. By appending signature at the end, the bidder confirms the declarations to be true and correct. The declaration must be read in conjunction with the important notice.

1. If the bidder is not required by law to <u>prepare</u> annual financial statements for auditing, *such bidder must submit independently reviewed AFS, if required to have its AFS independently reviewed by law, or independently prepared AFS if it is an owner-managed company that is exempt from having its AFS audited or independently reviewed* in accordance with the Companies Act, 71 of 2008, as amended and the Companies Regulations, 2011 for the past three years or since the date of establishment during the past three years from which to determine the true financial position of the bidder.

_____   _____

Signature   **Date**

_____   _____

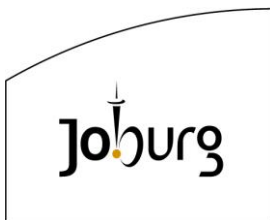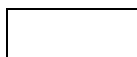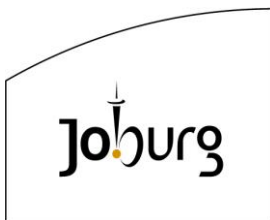**Capacity**   **Name of Bidder**

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

MBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: **BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022**

_____

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
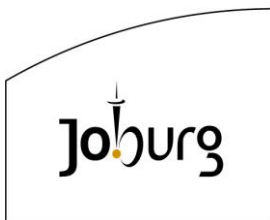
1.2 The applicable preference point system for this tender is the 80/20 preference point system.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

(a) Price; and

(b) Specific Goals.

1.4 The maximum points for this tender are allocated as follows:

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

	POINTS
PRICE	**80**
SPECIFIC GOALS	**20**
Total points for Price and SPECIFIC GOALS	**100**

1.5   Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6   The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2.   DEFINITIONS

(a) "**tender**" means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;

(b) "**price**" means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;

(c) "**rand value**" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

(d) "**tender for income-generating contracts**" means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and

(e) "**the Act**" means the Preferential Procurement Policy Framework Act, 2000 (Act No.

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
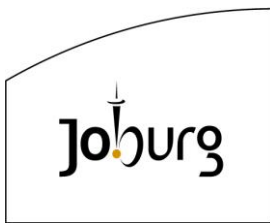
_____

5 of 2000).

3.   **FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES**

   6.1.   **POINTS AWARDED FOR PRICE**

      6.1.1.   **THE 80/20 PREFERENCE POINT SYSTEMS**

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - P\,min}{P\,min} \right)$$

Where

Ps   =   Points scored for price of tender under consideration

Pt   =   Price of tender under consideration

Pmin   =   Price of lowest acceptable tender

6.2.   FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

   6.2.1.   **POINTS AWARDED FOR PRICE**

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - P\,max}{P\,max} \right)$$

Where

Ps   =   Points scored for price of tender under consideration

Pt   =   Price of tender under consideration

Pmax   =   Price of highest acceptable tender

7.   **POINTS AWARDED FOR SPECIFIC GOALS**

7.1.   In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement

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APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

7.2.   In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
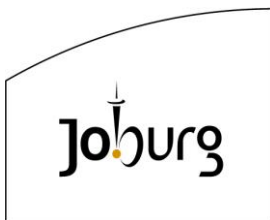
(a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or

(b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,

then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

The specific goals allocated points in terms of this tender	Means of verification	Number of points allocated (80/20 system)	Number of points claimed (80/20 system) (To be completed by the tenderer)
Business owned by 51% or more – Black people	CSD and ID copy of Director/s	10	
Subcontracting to business owned by designated groups (10% of the value contract)	Signed subcontracting agreement	10	
Maximum points		20	

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

DECLARATION WITH REGARD TO COMPANY/FIRM

7.3.   Name of company / firm ……………………………………………………………….

7.4.   Company registration number: …………………………………………………………...
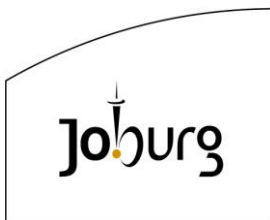
7.5.   TYPE OF COMPANY/ FIRM

☐   Partnership/Joint Venture / Consortium

☐   One-person business/sole propriety

☐   Close corporation

☐   Public Company

☐   Personal Liability Company

☐   (Pty) Limited

☐   Non-Profit Company

☐   State Owned Company

[TICK APPLICABLE BOX]

7.6.   I, the undersigned, who is duly authorised to do so on behalf of the company / firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company / firm for the preference(s) shown and I acknowledge that:

a) The information furnished is true and correct;

b) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;

c) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;

d) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may –

_____
Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

(a) disqualify the person from the tendering process;

(b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;

(c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;

(d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and

(e) forward the matter for criminal prosecution, if deemed necessary.

> ………………………………………
> **SIGNATURE(S) OF TENDERER(S)**
>
> **SURNAME AND NAME**: ……………………………………………….
> **DATE:** ……………………………………………………
> **ADDRESS**: ……………………………………………………
> ……………………………………………………
> ……………………………………………………
> ……………………………………………………
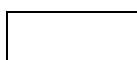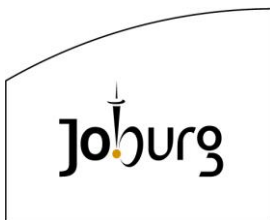
Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

MBD 8

DECLARATION OF BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

1   This Municipal Bidding Document must form part of all bids invited.

2   It serves as a declaration to be used by municipalities and municipal entities in ensuring that when goods and services are being procured, all reasonable steps are taken to combat the abuse of the supply chain management system.

3   The bid of any bidder may be rejected if that bidder, or any of its directors have:

    a.   abused the municipality's / municipal entity's supply chain management system or committed any improper conduct in relation to such system;

    b.   been convicted for fraud or corruption during the past five years;

    c.   willfully neglected, reneged on or failed to comply with any government, municipal or other public sector contract during the past five years; or

    d.   Been listed in the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004).

4   **In order to give effect to the above, the following questionnaire must be completed and submitted with the bid.**

Item	Question	Yes	No
4.1	Is the bidder or any of its directors listed on the National Treasury's database as a company or person prohibited from doing business with the public sector? **(Companies or persons who are listed on this database were informed in writing of this restriction by the National Treasury after the _audi alteram partem_ rule was applied).**	Yes ☐	No ☐
4.1.1	If so, furnish particulars:		

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
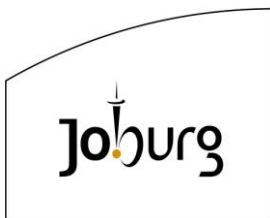
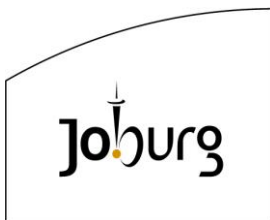|			
4.2	Is the bidder or any of its directors listed on the Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No 12 of 2004)? **(To access this Register enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445).**	Yes ☐	No ☐
4.2.1	If so, furnish particulars:		
4.3	Was the bidder or any of its directors convicted by a court of law (including a court of law outside the Republic of South Africa) for fraud or corruption during the past five years?	Yes ☐	No ☐
4.3.1	If so, furnish particulars:		
4.4	Does the bidder or any of its directors owe any municipal rates and taxes or municipal charges to the municipality / municipal entity, or to any other municipality / municipal entity, that is in arrears for more than three months?	Yes ☐	No ☐
4.4.1	If so, furnish particulars:		

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

		Yes	No
4.5	Was any contract between the bidder and the municipality / municipal entity or any other organ of state terminated during the past five years on account of failure to perform on or comply with the contract?	☐	☐
4.5.1	If so, furnish particulars:		

CERTIFICATION

I, THE UNDERSIGNED (FULL NAME) ...……………………….…………CERTIFY THAT THE INFORMATION FURNISHED ON THIS DECLARATION FORM TRUE AND CORRECT.

I ACCEPT THAT, IN ADDITION TO CANCELLATION OF A CONTRACT, ACTION MAY BE TAKEN AGAINST ME SHOULD THIS DECLARATION PROVE TO BE FALSE.

_____   _____
                Signature   **Date**

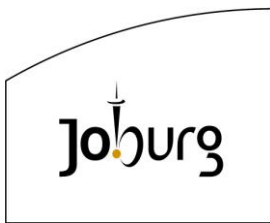_____   _____
                Capacity   **Name of Bidder**

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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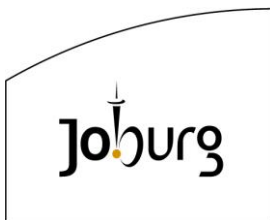**MBD 9**

CERTIFICATE OF INDEPENDENT BID DETERMINATION

1. This Municipal Bidding Document (MBD) must form part of all bids[3] invited.

2. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by, firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging).[4]Collusive bidding is a *pe se* prohibition meaning that it cannot be justified under any grounds.

3. Municipal Supply Regulation 38 (1) prescribes that a supply chain management policy must provide measures for the combating of abuse of the supply chain management system, and must enable the accounting officer, among others, to:

   a. take all reasonable steps to prevent such abuse;
   b. reject the bid of any bidder if that bidder or any of its directors has abused the supply chain management system of the municipality or municipal entity or has committed any improper conduct in relation to such system; and
   c. cancel a contract awarded to a person if the person committed any corrupt or fraudulent act during the bidding process or the execution of the contract.

4. This MBD serves as a certificate of declaration that would be used by institutions to ensure that, when bids are considered, reasonable steps are taken to prevent any form of bid-rigging.

---

[3] Includes price quotations, advertised competitive bids, limited bids and BIDs.

[4] Bid rigging (or collusive bidding) occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and / or services through a   bidding process. Bid rigging is, therefore, an agreement between competitors not to compete.

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

5. In order to give effect to the above, the attached Certificate of Bid Determination (MBD 9) must be completed and submitted with the bid:

I, the undersigned, in submitting the accompanying bid:

_____

(Bid Number and Description)

In response to the invitation for the bid made by:

_____

(Name of Municipality / Municipal Entity)

Do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____that:

(Name of Bidder)

CERTIFICATE OF INDEPENDENT BID DETERMINATION

1. I have read and I understand the contents of this Certificate;

2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;

3. I am authorized by the bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the bidder;

4. Each person whose signature appears on the accompanying bid has been authorized by the bidder to determine the terms of, and to sign, the bid, on behalf of the bidder;

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the bidder, whether or not affiliated with the bidder, who:

   (a)   has been requested to submit a bid in response to this bid invitation;

   (b)   could potentially submit a bid in response to this bid invitation, based on their qualifications, abilities or experience; and

   (c)   Provides the same goods and services as the bidder and/or is in the same line of business as the bidder.

6. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium[5] will not be construed as collusive bidding.

7. In particular, without limiting the generality of paragraphs 6 above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:

   (a)   prices;

   (b)   geographical area where product or service will be rendered (market allocation)

   (c)   methods, factors or formulas used to calculate prices;

   (d)   the intention or decision to submit or not to submit, a bid;

   (e)   the submission of a bid which does not meet the specifications and conditions of the bid; or

   (f)   Bidding with the intention not to win the bid.

---

[5] Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
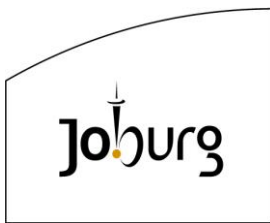
8. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to which this bid invitation relates.

9. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.

10. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No. 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No. 12 of 2004 or any other applicable legislation.

_____   _____
Signature   **Date**
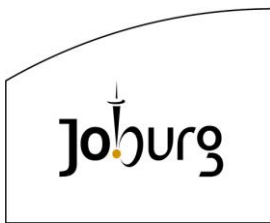
_____   _____
Capacity   **Name of Bidder**

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

DECLARATION ON STATE OF MUNICIPAL ACCOUNTS

A Any bid may be rejected if:

- Any municipal rates and taxes or municipal service charges owed by the bidder and any of the directors to the municipality or a municipal entity, or to any other municipality or municipal entity, are in arrears for more than 3 (three) months.

- In the case of International companies having South African Agencies and that business premises are leased, proof of lease agreements and / or monthly rental statements must be submitted.

- The above will also be applicable for directors of the bidder/s who are leasing residential premises. Where the directors of the bidder/s reside outside the country, this requirement is not applicable.

B Bid Information

 i. Name of bidder

  …………………………………………………………………………..……

 ii. Registration Number

  ………………………………………………………………………….………

 iii. Municipality where business is situated.

  …………………………………………………………….……………………

 iv. Municipal account number for rates

  ……………………………………………………………….….…

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Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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v. Municipal account number for water and electricity

………………………………………….………

vi. Names of all directors, their ID numbers and municipal account number.

a. …………………………………………………………………………………

b. …………………………………………………………………………………

c. …………………………………………………………………………………

d. …………………………………………………………………………………

e. …………………………………………………………………………………

C Documents to be attached.

i. A copy of municipal account mentioned in B (iv) & (v) (Not older than 3 (three) months)

ii. A copy of municipal accounts of all directors mentioned in B (vi) (Not older than 3 (three) months)

iii. Proof of directors

I/We declare that the abovementioned information is true and correct and that the following documents are attached to this form:

……………………………………………………………………………………………

……………………………………………………………………………………………
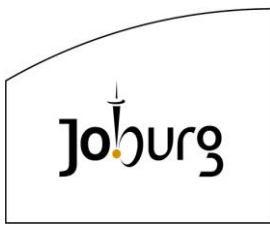
……………………………………………………………………………………………

_____	_____
Signature	**Date**

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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SUBMISSION OF PROOF OF MUNICIPAL ACCOUNTS OR LEASE AGREEMENTS

1. Municipal Accounts / Rates / Taxes:

   1.1. A Bidder is required to provide municipal accounts for the firm and for each director / shareholder / partner to prove that the bidder or any of its directors / shareholders / partners is not in arrears with their municipal account for more than 3 (three) months, or that the necessary arrangements have been made with the Municipality.

   1.2. If the bidder or any of its directors / shareholders / partners is unable to provide municipal accounts for the firm and/or for each director / shareholder / partner as is required, then the bidder is to provide an affidavit, which is signed before a commissioner of oaths, which outlines the facts which make it not to be able to accede to the request for municipal accounts.

   1.3. Further to the affidavit, the bidder is to provide a confirmation letter from the relevant municipality confirming the following: -

      1.3.1. The name(s) of the owner(s) of the account(s)

      1.3.2. The relevant account(s) number(s); and

      1.3.3. That the municipal accounts above, are not in arrears for more than 3 (three) months; or
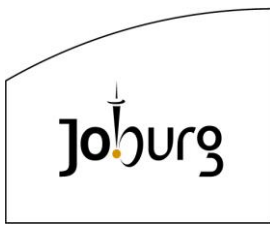
Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

1.3.4.   that an acceptable arrangement has been concluded and exists.

2.   Lease Agreement:

1.1.   If the bidder does not own the property from where it carries on business, or if any or any of director / shareholder / partner does not own a property in the Republic, the bidder is required to provide a copy of the Lease Agreement for the premises where it carries on business or where the director / shareholder / partner resides.

1.2.   If the bidder is unable to provide a copy of the Lease Agreement as is required, then the bidder is to provide an affidavit, which is signed before a commissioner of oaths which outlines the facts which make it not to be able to produce and provide lease agreement in respect of the property it carries on business or in which its director / shareholder / partner resides.

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.
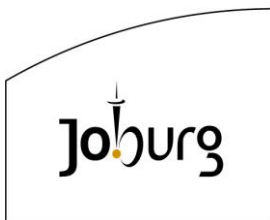
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MBD 10

DECLARATION IN TERMS OF REGULATION 21 OF THE MUNICIPAL SUPPLY CHAIN MANAGEMENT REGULATIONS

In order to give effect to the declaration in this annexure, it must be completed and signed. By appending signature at the end, the bidder confirms the declarations to be true and correct. The declaration must be read in conjunction with the important notice.

1. I declare that I am duly authorised to act on behalf of _____ (name of the firm) and hereby declare, that to the best of my personal knowledge, neither the firm nor any director/member/partner of said firm is in arrears on any of its municipal accounts with any municipality in the Republic of South Africa, for a period longer than 3 (three) months.

2. To the extent that the bidder or any director/member/partner of the bidder is in arrears for a longer period than 3 (three) months, an acceptable arrangement has been agreed. Such arrangement appears more fully in the letter from the municipality/confirmation letter of municipal rates/ affidavit relating to the municipal rates/taxes.

_____   _____
Signature   **Date**

_____   _____
Capacity   **Name of Bidder**
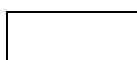
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 Initial
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BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

SECTION 4

Technical data, omissions, variations

1. **Bank Details**

    Name of Bankers: _____

    Address of Bankers: _____

    Branch of Bank: _____

    Bank Account Number: _____

2. **Details of Similar Work Recently Carried Out**

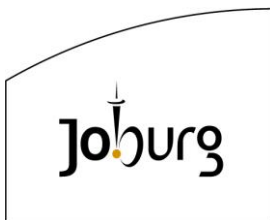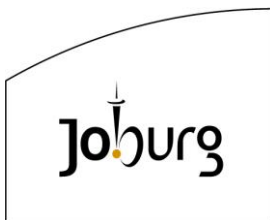| DESCRIPTION OF WORK	COMPLETION DATE	CLIENT NAME AND CONTACT DETAILS	VALUE (R)

Initial

BID NO: COJ/COMD001/22-23

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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3. **Qualifications by Bidder**

Should the bidder desire to make any departures from or modifications to the General Conditions of Contract, Specification, Drawings, or in any other way to qualify this bid, he must set out his BIDs clearly hereunder, or alternatively state them in a covering letter attached to this bid and referred to hereunder, failing which the bid will be deemed to be unqualified.

If no departures or modifications are desired, the schedule hereunder is to be marked NIL and signed by the bidder.

PAGE	CLAUSE OR ITEM

4 **Work to be done by others**

Full details must be provided here of any work required from the Council or others to provide complete execution of the work to the satisfaction of the Council.

DESCRIPTION OF WORK	TO BE EXECUTED BY

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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5   **Sub-Contractors**

Full details must be provided here of any work regarding sub-contractors which may be used for installation, maintenance, repair, supply of accessories and supply of parts.

DESCRIPTION OR WORK/EQUIPMENT	TO BE EXECUTED

6   **Plant, Transport and Staff Available**

Bidders must list all equipment available for use on the contract, and must fully describe the equipment and/or plant and must further state whether owned or leased.

DESCRIPTION OF EQUIPMENT/PLANT	QUANTITY	OWNED/LEASED

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

_____

7   **Omissions and Variations from the Council's Specification**

Bids will be held to be entirely in accordance with the Council's specification except in the respects stated hereunder and the goods and/or services will be subject to rejection if it is found on delivery that they do not/it does not comply with the Council's specification on additional points which have not been approved in writing:

_____

_____

_____

_____

If the bid is in accordance with the Council's specification in all respects, the bidder must state so here:

_____

_____

_____

8.   **Indemnity Clause**

I/We the undersigned, do hereby indemnify and hold harmless the Council in respect of all loss, cost, damage or injury that may be caused to any premises or to any person or animal by reason of the performance of this contract.

I/We, further indemnify the Council in respect of all legal and other expenses that may be incurred by the Council in examining, resisting or settling any damage, injury or loss that may in any way be occasioned by work necessary in terms of the contract.

_____   _____

        Signature   **Date**

_____   _____
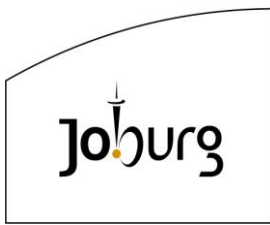
        Capacity   **Name of Bidder**

_____

Initial

APPOINTMENT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

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APPENDIX A

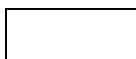**TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.**

1 BACKGROUND

The City of Johannesburg Library and Information Services (LIS) wishes to procure an off-the-shelf (ready-to-use) Integrated Library management System (ILS), including standard core Library modules, a 'public' Resource discovery interface, collection management and asset verification technologies, plus associated applications that allow for the seamless and integrated management and delivery of online library services, e.g. eLearning and community / customer engagement platforms.

The primary functions of a library management system and resource discovery platform is to create records of, and manage the Library's book, digital and eLearning collections, to ensure that the contents of the collections are discoverable and accessible and to provide a managed platform for the delivery of the Library's online services. The previous library system used by LIS was implemented in 2011 and expired in January 2021. Both the application and operating system had become obsolete. Modern library systems have increased functionality, incorporating demand-driven and user-focused technologies, especially with regards to online or virtual service delivery. If LIS is to realise its vision to be the place of choice for information, it needs a new library system which will enhance library services, enable improved staff productivity and provide a value-added user experience.

The ILS or System must support the LIS strategy to promote a reading culture, support educational and life-long learning and enable its vision of a library without walls, through various library modules and a seamless discovery platform which guides access to information, providing library functionality on computers and mobile devices and ensuring that information resources can be accessed 24/7.

This document outlines requirements for a 'next generation' library system which will produce a unified resource management approach to the full spectrum of library collections. This will include the integrated management and discovery of digital, electronic and printed collections together with other services which are associated with public libraries and their communities.

2 OBJECTIVE

The City of Johannesburg LIS Directorate, seeks to appoint a suitably qualified library system supplier for a period of three (3) years to implement, support and maintain an ILS solution that best meets the requirements as detailed in this document

The desire is to appoint a single Supplier for the supply and implementation of all required software and related applications, data conversion and migration services, specialist collection and asset (inventory) management technologies, initial and ad-hoc staff training, and ongoing annual technical support and maintenance of the solution over the three (3) year period.

3 SCOPE OF WORK

It is expected that the ILS supplier will include the following products and services to the full extent required for the successful System implementation and operation:

  a) Provide an integrated system for the collection development and management of library information resources, whether printed material, electronic documents, or links to external information databases, where collection development includes the selection, acquisition (through both procurement and donation), capitalisation, transaction and disposal processes of information resources;

  b) Provide an integrated catalogue for information resources including books, audio-visual,

multimedia material, periodicals, digital collections, electronic resources and eLearning material;

c) Provide a system that can serve as an asset register in terms of GRAP17 and GRAP103 regulations for recording procurement, capitalisation, use, current status and disposal of information resources;

d) Provide a circulation system which manages and records all transactions relating to information resources, including an audit trail (log) on all financial transactions processed;

e) Provide a database to store registered members and record their transactions relating to the circulation and use of information resources, online library services and other library hosted activities;

f) Provide stock control and inventory procedures for collection management and GRAP compliance purposes, including the provision of integrated technology for effective stock monitoring, inventory and security processes, e.g. barcode / RFID scanners, book detector systems and security tags;

g) Provide a resource discovery platform which allows searching on all library catalogues and resources at once and provides an interactive portal for public users (to submit requests, book reviews, host online book clubs, update membership details, check and pay fines, place bookings for library activity rooms, etc.), including effective and user-friendly search functions to access and identify library services and information resources, and advanced catalogue search functionality to search the library catalogues and online collections and locate / access the required resources;

h) Provide reporting functionality to generate transaction and statistics reports that will support management to make informed and timeous decisions through analytical and statistical reporting on usage, audit, stock lists or ad-hoc reports required by the Library staff / management;

i) Provide a customisable and profile-specific web-based reports dashboard for library / management staff;

j) Provide off-line capability to provide basic library services when access to the server is down;

k) Provide an integrated eLearning management application, with content and learner management functionality;

l) Provide an integrated equipment / room booking solution, e.g. to book time on one of the library's public computers, or for one of the library activity or discussion rooms;

m) Provide an interactive community engagement platform to promote library resources and services through bulk messaging, automated newsletters, book lists, etc., to manage and host online events, and which will also enable the readers to share reviews about what they have read, provide feedback on services received, submits requests for information, etc.;

n) Provide a system that can be integrated with web-based and social media platforms to share the library catalogues, resources and services, e.g. Google, Facebook, etc.

o) Provide integrated, real-time self-service functionality and equipment, such as book-drops

for after-hours return of items and self-service kiosks where members can issue, renew and return their own library books.

p) Provide a functionality for the public or other institutions to donate unused or old books to the LIS Directorate.

This scope of work refers to the supply, installation, implementation, and ongoing support, training and maintenance of an integrated library system application and associated technologies, to be used in libraries throughout the City of Johannesburg (COJ). There are currently ninety (90) public libraries and ten (10) departmental libraries within the City of Johannesburg (Annexure A). As new libraries or collections are built and developed, they would need to be incorporated into the System.

The scope includes the initial supply and configuration of the application, implementation of the System, change management and training of staff and training documentation.

The scope includes the migration of bibliographic, authority record, item and user data from the existing library system and other sources as detailed below:

a) Includes all test and final migrations of data from the current systems, including bibliographic records (1 200 000), holdings information (3 500 000) (including data relating to multi-volume works, bound items and item level barcodes) current item status, users' loans, and licensed subscription materials.

b) Migrate the Library's Symphony databases, including any existing records for the Museums and Art Gallery Libraries, to the proposed system so that the System is fully operational on "Day One".

c) Migrate multi-volume data from the Library's legacy URICA database (UniVerse),

d) Collate and migrate bibliographic, transactional and membership data from the Library's manual MS-Access and Excel files.

e) Create datasets and migrate data from the printed Author / title card catalogues of the Library's Special Collections (approximately 100,000 cards)

f) Migrate data from the .pdf files of existing Heritage Asset records (approx. 10,000 records).

g) Collate and migrate bibliographic data from the Law Library's manual Excel files.

h) Successful bidder must provide a list of any data that cannot be migrated (in or out) or is not routinely migrated.

All data collected and or generated or exported and converted by the ILS, RFID and book security solution is, and will remain the property of COJ.

Phased implementation
It is expected that the full implementation will occur in phases over multiple financial years noting that some functional areas / system functionality may only be implemented once LIS has gone live.

It should be noted that Phase 1 of the solution would be required to be completed or 'go live' within a period of twelve (12) months after acceptance of award of the tender. Implementation of Phase 2 and 3 must commence within six (6) months thereafter.

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

The successful bidder will be responsible for co-ordinating all aspects of the system's configuration, data conversion, implementation, change management and training, but may call upon the Library's resources as required for assistance. It is expected that training will be conducted with a 'train-the-trainer' approach, where the bidder is responsible for training selected key members of staff per functional area / module, and these key staff will cascade the training down to all Library staff.

The bidder will be expected to provide an Implementation schedule detailing the delivery, configuration, integration, testing, training, and performance milestones. The implementation schedule must show tasks required of the Library's staff with the timeline of events/milestones. Once appointed, a full and detailed Implementation plan will be outlined and agreed upon with COJ.

Phase 1 requirements would include:

1. Technical environment and system standards
2. General system configuration, usability, interfaces (not module specific)
3. Acquisitions of purchased and donated Monograph publications / items (information resources)
4. Cataloguing and Authority control
5. Integrated functionality to ensure GRAP17 and GRAP103 compliance
6. Membership / Library User management
7. User notifications
8. Circulation
9. Off-line circulation
10. Inventory and stock management
11. Catalogue search (database searching for staff)
12. Online (public) Information discovery and library services platform
13. Reports, data analytics dashboard
14. System and user administration

Phase 2 requirements would include:

15. Digital content and Electronic resources management
16. eLearning content and learner management
17. Equipment / Facility bookings
18. Integrated RFID technology
19. GRAP103 capitalisation of Heritage assets

Phase 3 requirements would include:

20. Customer engagement and online hosting of library programmes / events
21. Self-service circulation
22. Acquisitions of Serial publications / items (Information resources)

Once live, the scope would include ongoing support and maintenance of the application and related technologies, staff training (as and when required), implementation of software upgrades, and provision of technology indicated in this document (as and when required).

PHASE 1 REQUIREMENTS

3.1 TECHNICAL ENVIRONMENT AND SYSTEM STANDARDS

3.1.1 The bidder must provide an Architectural system design document including details of the system requirements, operating environment, system architecture, files and database design.

3.1.2   The System must be aligned to the City's existing Microsoft platform and should be compatible to integration and interface solutions installed within the City's IT environment such as, but not limited to, Microsoft, Unix, Linux, IBM, Adabas and SAP. The bidder must provide an Integration architecture design to support the integration requirements.

3.1.3   The City will perform a security penetration test on the System prior to implementation and the successful bidder must address any shortcomings identified, at no cost to the City.

3.1.4   Server environment

3.1.4.1   The System will be hosted within the COJ environment.

3.1.4.2   The System must be able to be installed within the City's current Virtual environment and potential future environments (e.g. web-based, cloud, SaaS).

3.1.4.3   The System must be available in the following independent environments: Quality Assurance (QA) / test, production and disaster recovery environments.

3.1.4.4   The test server / QA environment must have a full replication of the production data.

3.1.4.5   The System must permit, but must not require, distribution across multiple servers, specifically to an application server, a database server, and/or a web server.

3.1.5   System Application Integration

3.1.5.1   The System must be able to easily integrate with other COJ systems in a robust and transparent manner, allowing ongoing updates from and to the system such as, but not limited to:

- Finance (SAP)
- Employee Self-service (SAP-ESS)
- Archives (AtoM, Archivematica)
- Asset Management systems (e.g. BAUD)
- Cooperative Cataloguing (OCLC Connexion)
- Electronic resources (Sabinet, EbscoHost, etc.)
- Inter-Library Loans (SABINET ReQuest)
- Inter-Library Loans (OCLC WorldShare ILL)
- Datamax Label Printers

3.1.5.2   The System must be able to read / process the existing item and membership barcodes used by LIS (Codabar 3 of 9).

3.1.5.3   The System must be compatible with current Library peripherals such as desktop and network printers, receipt printers, label printers, and barcode scanners.

3.1.5.4   The System should allow LIS to incorporate 3rd party or self-developed APIs into the staff workflow and public discovery interface.

3.1.6   Any Staff client software must be compatible with current COJ desktops / laptops.

3.1.6.1   For information, the current COJ minimum desktop hardware specification is:

CPU: Minimum i7 1.60Ghz
Memory: Minimum 8 GB for the entry desktop PC
Hard Drive Capacity: Minimum of 500 GB, HDD or other latest disk technology
Display: Minimum 23" Full HDD
Integrated HD Capable graphics card
Integrated Ethernet Port
Integrated Wireless NIC

Integrated Microphone
Internal Speakers
Microphone Jack
Minimum 6 USB Ports mixed versions including 3.0 or latest
Minimum 2 HDMI Ports
Bluetooth

3.1.6.2 For information, the current COJ minimum laptop hardware specification is:

CPU: Minimum i5 1.60Ghz
Memory: Minimum 16GB RAM
Hard Drive Capacity: Minimum of 512GB, solid state disk (SSD)
Display: Minimum of 13" Full HDD
Integrated Ethernet Port
Integrated Full High-Definition IR Camera
HD Video and Graphics processors.
Integrated Microphone
Internal Speakers
Microphone Jack
Minimum 4 USB Ports mixed versions including 3.0 or latest.
HDMI Ports.
Bluetooth.
DP Port.
Integrated Wireless NIC
SIM Card Slot.
SDXC or SD Slot

3.1.7 The System must support a variety of TCP/IP network configurations.

3.1.8 System standards

3.1.8.1 The System must be Standards-based (MARC21, UniMARC, XML, UNICODE, SIP2, NCIP, Z39.50, RDA, BibFrame, etc.).

3.1.8.2 The System must be UNICODE compliant. All data in the system must be encoded using the Unicode standard. This applies to data originally created in the system or imported from any other source, regardless of the original encoding of the incoming data.

3.1.8.3 The System should support linked open data, and the creation, editing, import and export of bibliographic, authority and holdings data in MARC and non-MARC formats for re-use on other platforms, including:

- AACR2
- MARC21
- RDA
- BIBFRAME
- UNIMARC
- DUBLIN CORE
- XML
- CSV

3.1.8.4 The System must place no limit on record size, other than the limits imposed by the MARC21 standard.

3.1.8.5 The System must support the latest version of Z39.50 to allow data exchange to and from other external sources, e.g. WorldCat, National Library of South Africa, etc.

3.1.8.6   The Z39.50 copy cataloguing client must capture MARC records from OCLC / OCLC WorldCat directly into the library's catalogue and update the library's holdings on OCLC to reflect the addition of the record.

3.1.8.7   The System must include the ability to request and ingest usage statistics using the SUSHI protocol.

3.1.8.8   The System must support SIP/SIP2 and NCIP standards as well as new developments and enhancements as they emerge, e.g. SIP3 (for the implementation of self-service and mobile technologies).

3.1.8.9   The System must be compliant with the two ISO standards 10160 and 10161 (for Inter-Library lending).

3.1.8.10   The system must be compliant with the Protection of Personal Information Act (POPIA) and General Data Protection Regulations (GDPR).

3.1.9 System performance

3.1.9.1   The System must be operable at all times, and available to all users and staff while backup procedures are being performed.

3.1.9.2   The System should be operational 100% of the time excluding periods of maintenance and circumstances beyond the control of the bidder.

3.1.9.3   The System must produce uptime and downtime reporting information on a regular basis for management to track system performance.

3.1.10 System updates (includes all licensed software and applications provided by the bidder)

3.1.10.1   The successful bidder must provide and install periodic general release software updates, upgrades, enhancements or bug fixes for the ILS and subsystems.

3.1.10.2   The successful bidder must provide a software maintenance schedule according to industry standards, and to include all future software updates, upgrades and system enhancements or bug-fixes applicable to system modules licensed.

3.1.10.3   The successful bidder will be responsible for installing and maintaining backend management software and ensuring that new software updates will not impact any local customizations made by or for the Library.

3.1.10.4   Updates to the OPAC software manual / user guides must not override any local, customized screens, or web authored modifications that the Library creates.

3.1.10.5   Upgrades to any one functional area or integrated technology must not affect functionality to the rest of the system.

3.1.10.6   The Library should be able to postpone upgrades or patches to suit business requirements.

3.1.10.7   The successful bidder must conform to the City's ICT change management procedures prior to any system updates.

3.1.11 Regulatory, Quality and Standards

3.1.11.1   The successful bidder must for the duration of the contract ensure that the proposed product or solution conform with the Government Minimum Interoperability Standards (MIOS 6).

3.1.11.2   Microservices/SOA based architecture that enable interoperable solutions.

3.1.11.3   Project Management Methodology.

3.1.11.4   The successful bidder must for the duration of the contract ensure compliance with ISO/IEC General Quality Standards, ISO27001, and Protection of Personal Information Act (POPIA).

3.1.11.5   The successful bidder must for the duration of the contract ensure compliance with General Quality Standards, ISO 9001.

3.1.11.6   The solution implementation needs to be POPIA and ISO27001 (IT Security Certified).

3.1.11.7   Certified bidder in ISO22201 Business Continuity Management (BCM) system is preferred.

NB: A BIDDER WHOSE SYSTEM DOES NOT MEET THE ABOVE TECHNICAL REQUIREMENTS WILL BE CONSIDERED NON-RESPONSIVE.

3.2   GENERAL SYSTEM REQUIREMENTS (SYSTEM OVERVIEW, USABILITY, ETC.)

3.2.1   The System must be able to host multiple separate library collections on the same database, which may have differing user profiles, acquisition, bibliographic and item-level requirements, as well as access and lending policies, e.g. Branch library, Closed access collections, Photographic Library, Art Gallery Library, Museum Library, Law Library and Public Safety Library collections.

3.2.2   The System must be scalable to manage the high volume of transactions and searches for a metropolitan sized, multi-branch organisation without impacting performance:

– Transactions as high as, but not limited to 300,000 issues per month.
– Database of over 1 million bibliographic records and 3.5 million item records.

3.2.3   The successful service provider must conduct performance and stress testing to ensure system stability and reliability to handle the transactions and database loads as stipulated 3.2.2.

3.2.4   The System must be able to accommodate and provide a unified management of all types of library material and information resources and to make them available to end users for discovery and delivery, for example but not limited to:

– Monographs (Single and multi-volume titles)
– Serials
– Maps
– Audio-visual materials
– Electronic resources
– Digital materials
– Special collections, including archive materials
– Artifacts, objects, library equipment for loan
– Equipment for booking / loan

3.2.5   The System must support international date formats, such as dd/mm/yyyy, uniformly throughout the system and the Library must be able to select the appropriate date format to be used throughout the system.

3.2.6   The System must provide the ability to specify closed days and library-defined closures either globally across all libraries, or, create a customized calendar for a particular library or group of libraries.

3.2.7   Controlled data entry (i.e. drop-downs, pre-configured text options etc.) must be used

where-ever possible to ensure ease of use, and consistent data input for reporting and statistical purposes, e.g. Libraries, Supplier names, Source of funds, Item types, User types, Waived fine reasons, eLearning courses, etc.

3.2.8   The System must be able to validate data on entry, definable by the System Administrator.

3.2.9   Staff / User interfaces

3.2.9.1   The System must be user friendly and easy to navigate by the staff of the library as well as by the public users.

3.2.9.2   The System interfaces (modules and Discovery layer) must be customisable to the extent that it can be branded in compliance with the COJ Corporate Identity.

3.2.9.3   The System must provide the ability for library staff to customise the staff interface across all systems / components of the system to aid ease of use; e.g. font size, background colour, bookmark or save favourite / most used functions, etc.

3.2.9.4   The System must allow for Single sign-on where staff or public users do not require a separate login to access different subsystems; the initial login should set all privileges for all subsystems - staff should only be required to log in once, but may be required to re-enter their login and password for financial or other sensitive transactions.

3.2.9.5   The System staff client display should only show navigational icons and menus for the modules and actions that the active library staff member has permissions for.

3.2.9.6   The System must support cascading or tiling multiple windows, as well as the ability to toggle from one module/window while retaining the information for a selected record.

3.2.9.7   The System must allow staff to cut, copy, and paste information both from within modules as well as from external sources.

3.3   SELECTION AND ACQUISITIONS OF MONOGRAPH ITEMS (INFORMATION RESOURCES)

3.3.1   The System must provide an efficient and user-friendly core acquisitions functionality and be flexible to meet the Library's changing needs.

3.3.2   The System must support the whole acquisitions process from selection and ordering to receipt, invoicing and capitalisation of all library materials for all libraries, in any format and in the local currency.

3.3.3   The System must enable seamless workflows between electronic resource management and acquisitions functions to provide a standardised acquisition procedure, irrespective of format (e.g. database, e-journal, print and e-journal subscriptions).

3.3.4   The System must allow for both standard and alternative acquisitions workflow management, including supporting developments in user-driven and on-demand acquisition, and other possible future modes of content acquisition.

3.3.5   The System must allow advanced searching across acquisitions information to allow for complex interrogation of data, and the ability to query all fields in the database.

3.3.6   Selection process

3.3.6.1   The System must provide an integrated Selection list management process to import lists from suppliers of available titles, titles submitted on Approval, etc.

3.3.6.2   The System must allow for Selection lists to be accessed and reviewed by

authorized staff and marked for ordering / rejection with comment, indicating the library / collection allocation.

3.3.6.3 The System must allow for order requests to be approved or declined by a Manager and for quotation lists to be generated for suppliers including the quantities required.

3.3.6.4 The System must allow for approved selection lists to be retrieved through the Acquisitions process and orders generated.

3.3.7 Suppliers / Vendors

3.3.7.1 The System must allow staff to create multiple suppliers and store library-specific information (e.g. contact information, supplier address, name of contract manager, standard discount offered, type of resources supplied, etc.)

3.3.7.2 The System must include the ability to track and monitor supplier performance through quantity and value of orders placed, delivery times, number of claims queries, number of cancelled orders through non-delivery, etc.

3.3.8 Funds

3.3.8.1 The System must provide for a hierarchical fund structure with the ability to group and report on funds.

3.3.8.2 The System must include real time fund updating of fund balances when ad hoc changes are made (including commitments and expenditures)

3.3.9 Orders

3.3.9.1 The System must include the ability to generate individual title order numbers included in a batch with its own order number.

3.3.9.2 The Order number, price and the library the item was bought for must display on the Cataloguing / Item record once the Acquisition process has been concluded.

3.3.10 Capitalisation

3.3.10.1 The System must include GRAP required fields, e.g. Source of funds, item price (excluding VAT), or at least four variable, library-defined fields which could be used for this purpose.

3.3.11 Reports

3.3.11.1 The System must be able to record/report on the management of ongoing financial commitments (i.e. open and completed orders) and to calculate and display the value of orders when placed

3.3.11.2 The System must produce reports on acquisitions activities and funds by date, fund, library, title, supplier, etc. and display details of items ordered, fund expenditure, budget availability, commitments, invoiced amounts, etc.

3.3.11.3 The System must include reports on type of material ordered (e.g. by funding source by library).

3.3.11.4 The System must be able to export financial-based reports to a spreadsheet for accounting purposes.

3.4 CATALOGUING, METADATA MANAGEMENT AND AUTHORITY CONTROL

3.4.1 The Bibliographic Control / Cataloguing system must provide tools that streamline the processes of:

a) Adding full bibliographic and holdings records

b) Adding brief title records
c) Editing / modifying existing titles
d) Duplicating existing titles
e) Downloading titles from external databases, e.g. OCLC
f) Uploading titles and holdings to external shared catalogues, e.g. WorldCat
g) Creating and editing call number/volume records
h) Removing title, call number/volume or copies
i) Adding or editing copies (includes global edits)
j) Offering authority control options (display, add, duplicate, edit, remove)
k) Creating professional, customisable spine labels and barcodes automatically or on-demand

3.4.2 The System must support cataloguing by expert and non-expert users, with configurable templates, user profiles and record statuses for different workflows.

3.4.3 The System must include functionality to facilitate the creation, import, editing, replacement / merging, and export of metadata at the level of the individual record and batches of catalogue records.

3.4.4 The System must support the efficient use and management of authority data, including but not limited to Author, Uniform title, Subject, Series, Corporate author, as well as local authority records for non-authorised headings, the update of complex local authority strings and browse/replace functionality for authority controlled fields in the bibliographic cataloguing client.

3.4.5 The System must be able to display all data in every field in any record upon retrieval of that record in technical / staff mode (including all MARC tags, indicators and subfield codes), with proper authorization.

3.4.6 There must be no limit to the number of catalogue records that can be created.

3.4.7 There must be no limit to the number of holdings or item records linked to each bibliographic record.

3.4.8 The System must allow for multiple digital items to be linked to a single bibliographic / metadata record.

3.4.9 The System must support multiple record formats: MARC21, Unimarc, Dublin Core, etc. and support Unicode and RDA standards.

3.4.10 The Bibliographic Control / Cataloguing sub-system must support MARC format error checking, including:

a) Error checking (valid tags, mandatory tags, indicators, numeric range and subfields) for all formats
b) Supplying default data element identifiers (tags, indicators, subfield codes, etc.)
c) Displaying an error message when incorrect values are entered
d) Prompts for correct data
e) Automatically verifying and validating structure of each type of record maintained by the proposed system
f) Prepopulated fields with sub-field delimiters and punctuation
g) Option should be made available to staff to correct the entry or bypass the correction

3.4.11 The System must allow for local information to be added to MARC records. Local Information fields must contain a free text format for data input.

3.4.12 The System must be delivered with a set of standard indexed fields, including but not limited to:

– Author

- Keyword
- Title
- Subject
- Series
- Call number
- ISBN/ISSN
- Publisher
- Notes

3.4.13 Import / Export bibliographic and authority records

3.4.13.1 The System must allow individual and bulk upload and importing of data such as catalogue, authority and item records to / from external databases such as WorldCat.

3.4.13.2 The System must include a Z39.50 Copy Cataloging Client that can capture bibliographic and authority records from any Z39.50 bibliographic resource with fully configurable search, export and download (in/out) options for MARC records and holdings/item status information.

3.4.13.3 Staff must be able to determine which fields are to be captured / excluded.

3.4.13.4 When downloading a record or set of records, staff must have the following options for handling records detected as duplicates:

a) Add new records, ignoring duplicates, without overlay
b) Overlay one record with the other
c) Merge the two records
d) Do not load new records when a duplicate is detected

3.4.14 The System must support ISBN (10 and 13 digits) validation and item record barcode de-duplication and validation (where possible).

3.4.15 The System must support other product barcodes e.g. EAN and undefined options for non-13-digit numbers (e.g. publisher CN number).

3.4.16 The System must have a means by which to export bibliographic and user records to a third-party server (e.g. Overdrive, Wowbrary, NoveList, etc.)

3.4.17 Global changes / modifications

3.4.17.1 The System must include a configurable bulk change or global change tool to allow for the addition, editing and removal of specific metadata fields, subfields and defined character strings.

3.4.17.2 Global changes / batch amendments should be possible on defined sets of bibliographic, authority, holdings and item records with a preview function and changes effected in real time with the ability to alter any element, field, subfield, or fixed field value of those records.

3.4.18 Authority records and references

3.4.18.1 The System must be able to restrict authorizing new authority entries to specific staff user profiles or staff members.

3.4.18.2 Bibliographic record input must be easily validated against the authority files during the cataloguing process with the ability to create / propose new authority entries at the point of cataloguing.

3.4.18.3 The System must allow the library to define an unlimited number of authority formats or types, and to specify the bibliographic fields and subfields addressed by

each authority record type through policy configuration.

3.4.18.4 Series records should have their own authority files and it must be possible to identify series titles in the migration process.

3.4.18.5 The System must allow for the creation of SEE and SEE ALSO references from authority records and utilise them in the Information retrieval and discovery tools

3.4.18.6 The System must have the ability to make global changes to authority entries and update all linked bibliographic records

3.4.18.7 The System must alert library staff when deleting an authority still attached to existing bibliographic records.

3.4.19 Item records / Holdings

3.4.19.1 The System must allow unique item identifiers (e.g. barcodes, RFID tags / QR Codes) to be assigned to an item record and accommodate the Library's existing barcode formats, i.e.

a) S + 7 numbers
b) P + 6 or 7 numbers
c) Up to 14 numbers (Provincial barcodes)

3.4.19.2 Item records must have at least the following delivered fields:

- Library
- Sublocation (e.g. Stacks)
- Item type, e.g. Adult non-fiction, Large-print fiction, Children's fiction, DVD, Reference
- Price
- Status, e.g. Available, Missing, Weeded
- Item entry date / created date

3.4.19.3 The System must provide a minimum of six (6) library-defined item fields if additional data such as Source of funds, Broad category, Condition, Useful life, Valuation date, Current value is not already accommodated in the system delivered fields (includes GRAP required fields).

3.4.19.4 The System must allow for Status input at Item level, e.g. Location code may be the Stacks / Open Shelves but the item is for "Restricted Use" or "Use in Library Only".

3.4.19.5 The System must include functionality to move / transfer selected or all item records from one title record to another record.

3.4.20 The System must provide functionality to suppress / shadow bibliographic and holdings records from the OPAC, based on library, collection, item location, status, etc.

3.5 INTEGRATED FUNCTIONALITY TO ENSURE GRAP17 AND GRAP103 COMPLIANCE

3.5.1 The System must provide fields for GRAP17 and GRAP103 specific data within the bibliographic and item records, or allow for a minimum of five (5) additional Item fields which can be defined by LIS for GRAP requirements, e.g. Funding, Condition, Useful life, Valuation date, Depreciation value.

3.5.2 The System must provide easy-to-use reports to extract lists of new acquisitions on an annual or ad-hoc basis, including the GRAP-specific data fields, where the lists can be viewed in Excel or similar spreadsheet application.

3.5.3 The System must allow for the batch import of updated item data, e.g. useful life and

current value as received from the COJ SAP asset register, with the option to replace only the item data specified by the Library.

3.6   MEMBERSHIP / LIBRARY USER MANAGEMENT

3.6.1   The System must support a centralised membership database for all linked / integrated modules and services, i.e. a person will register once on the database whether they are registered for an eLearning course, booking a library PC or borrowing a library book.

3.6.2   The system must also be able to restrict access to selected members if that is required by consortium / departmental libraries, e.g. only members registered at a specific library can view or borrow items held at that library.

3.6.3   The System must allow for the library to create, update and delete membership records.

3.6.4   The System must allow the import of user data by the Library:

a) Bulk upload or manually by individual entry
b) Using definable match-points for updates (e.g. user ID/Membership number);
c) Library to define data fields to replace, append, skip

3.6.5   The System must allow for users to register as members online, securely upload documents as defined by the library, e.g. ID, Proof of residence, etc. and for these records to be retrieved through the ILS by library staff in order to complete the membership process and notify the user.

3.6.6   The System must support the ability to define, modify or delete an unlimited number of membership types, which define and determine a member's library access, loan privileges, service fees, etc.

3.6.7   Membership records must have at least the following fields:

- Library membership number
- Name and surname
- ID number (or passport number)
- Date of birth
- Registration library
- Membership type / category
- Provision for 3 addresses
- Provision for 3 contact numbers
- Email address
- Membership status
- Parent / Guardian details
- Date created
- Staff ID (who entered the record)
- Staff ID (last modified)
- Expiry date
- Messages
- Areas of interest (Tags) for SDI and customised notifications
- eLearning courses (completed courses and those currently registered for)

3.6.8   The System must provide at least two (2) additional fields for library-defined information such as: Broad category (Adult, Juvenile, Organisation) and Activity status (Active, Inactive, Deceased).

3.6.9   Library staff must be able to duplicate a membership record, retaining information such as address and phone numbers.

3.6.10 The System should support linked membership classes e.g. linked family members - adult (parent) / children and allow for automated updates of certain fields to pull through to linked records, e.g. change of address or contact details

3.6.11 The System must maintain a record of modifications to the membership record – when and who updated and what data field was updated.

3.6.12 The membership record must show current and past transactions, i.e.

a) Current items on loan (showing title, date issued, due date)
b) Loan history
c) Notifications sent
d) Details of Fees (Outstanding and paid)

3.6.13 The transactions displayed in the membership record must reflect the real-time circulation or other transactions, e.g. immediately reflects that an item has been issued, returned, fine paid, overdue notice sent, etc.

3.6.14 The System should allow membership records to be automatically suspended, expired and removed without losing historical transaction information.

3.6.15 The System must display a prominent warning message before membership records are deleted, giving the Library staff the option to proceed or cancel the action.

3.6.16 The System should provide the ability to add either 'staff only' or 'public' notes to individual membership records. These notes should be viewed easily and there must be an option to set these notes to appear automatically, i.e. pop-up options.

3.6.17 The System should allow staff to record 'interest areas' / tags on a member's account profile, i.e. specific subjects, genres, authors, etc. in order that they can receive automatic alerts (via email and RSS or other types) by the system when newly added titles match their interest profile.

3.6.18 The System should have the ability to print library membership cards on demand based on library user data and including a photograph of the user.

3.6.19 The System should have an integrated digital membership card application for mobile phones which is able to display real-time membership account information, items on loan, previously loaned items and outstanding fees, and further includes an option to update or edit their contact details and pay outstanding fees / fines.

3.6.20 The System must allow staff to add an 'alert' to membership records where contact or other details need to be verified or updated by the user, where the alert is displayed during circulation transaction processes and also when the user logs in to the public discovery system, allowing them to log in and update their personal details, upload a new Proof of residence, etc.

3.7 USER NOTIFICATIONS

3.7.1 The System must provide all membership and circulation notices (new registration, confirmation of loans, renewal, overdue, bills etc.) through multiple channels, including, but not limited to text messaging and e-mail.

3.7.2 The System must allow LIS to customise the wording of the notifications, and to include branding elements, e.g. logo, by-line, signature statement.

3.7.3 The System should have the ability to automatically send a notice to members prior to the due date of the items as well as expiration date of the member's card with the option to change run schedules if required.

3.7.4 The System must have both on-demand and scheduled running of notices or provide

integration options.

3.7.5 The System must have the ability to set the "delivery period" for notices - Manual and Automated.

3.7.6 The System should give staff the option to print membership reports with, late, lost, overdue and amount owed as well as other notices vs electronic delivery methods.

3.7.7 The user notification should allow the member to respond / reply to the notification, and request renewal of the items, or follow a link to 'renew items', etc. which logs into their library account for the member to self-renew.

3.7.8 The System must send through a list of 'delivery failed' email addresses to the staff member who ran the report, or to a designated staff member, with an option to place an 'alert' on the membership record.

3.7.9 The System must be able to be linked to the Library's Social media platforms, to post information and receive the public's interaction, including reviews, ratings, comments, RSS feeds, etc.

3.7.10 Transaction receipts

3.7.10.1 The System must allow the institution to customize the font and format of each type of receipt and slip that is generated or printed so that the format and font for each is saved.

3.7.10.2 The System must allow for multiple templates to be saved for different types of transactions, e.g. for issue, renewal and return slips, reservation slips, transit request slips, etc.

3.8 CIRCULATION

3.8.1 The System must accommodate essential functions that handle all aspects of borrowing, renewing, returning and reserving any and all library materials.

3.8.2 The System must have the capability of supporting fines management and other relevant processes, such as membership record management, and item status management.

3.8.3 The System must allow the library to set common circulation parameters across multiple institutions, libraries and collections, however, the system must also be able to set independent loan limits and circulation parameters at institution level and at library level.

3.8.4 The System must allow LIS to define separate loan rules and material limits for each membership type.

3.8.5 The System must be customisable to allow any number of items to be scanned as required.

3.8.6 The System must be customisable to cater for any required membership or item related alerts. e.g. when the borrower has outstanding fines, outstanding items, has borrowed the item previously, when a reserved item is being issued.

3.8.7 The alerts must be both visible and audible.

3.8.8 The System must prominently display item alerts when items are issued, renewed, returned, including, but not limited to, the following:

a) If the item has a hold on it
b) If the item belongs to another library
c) If the item has been recalled
d) If the item has been reported lost, missing

3.8.9 The System must allow the item due date to be overridden, e.g. to cater for periods when

the library will be closed due to stock takes, etc.

3.8.10   The System must be able to backdate returned items to cater for when an item is returned in a manual drop box after hours and only returned the next day.

3.8.11   The System must be able to allow scanning of items that were used within the library without being issued to a member to enable statistics of usage to be available (in-house issues).

3.8.12   The System must include a Fine-free returns option where value of fines 'waived' can be extracted in a report.

3.8.13   The System should provide designated library staff with the ability to modify or override current due dates, extend times as defined by the library with the appropriate audit trail detailing who performed the override.

3.8.14   The System must timestamp when an item's status changes automatically or is amended and allow for reports of such items to be generated, e.g. Missing, Lost

3.8.15   Renewals

3.8.15.1   The System must allow for items on loan to be renewed (either all, or individual items), within criteria set by the Library (e.g. but not limited to number of seen and unseen renewals allowed, renewal of items with reservations).

3.8.15.2   The System must prominently display details of successful and unsuccessful renewals and provide the option to generate a receipt or send a notification to the user.

3.8.16   Reservations

3.8.16.1   The System must provide a flexible reservation method which works across multi-site libraries and changing loan periods, giving library users the ability to request the first available copy of an item or a specific item regardless of status, site location and format (print/online), i.e. title, library or item level reservations.

3.8.16.2   The System must allow customisation of the reservation process according to the Library's rules for managing reservation requests and preferences, i.e. the library should be able to configure which user groups/profiles can request material from specific locations / collections and which item types and statuses are available for request.

3.8.16.3   The System must provide a workflow to request items from the catalogue at a title, library or item level, and a process to manage the transfer of items to other libraries (if required) to fulfil the request.

3.8.16.4   The System must provide alerts for all status changes in the Reservations process. It must allow alerts to be managed centrally and per library. A Delay alert OR Manual driven alert option must be available.

3.8.16.5   The System should provide a smart on-shelf requesting tool, available to enable staff to request items/groups of items from the catalogue.

3.8.17   Cash Management / Fee charges / Payments

3.8.17.1   The System must support cash management functions to enable balancing of income received on the system at a global level as well as at a library level with that recorded on tills, e.g. daily / weekly / monthly reports.

3.8.17.2   The System should allow for E-commerce functionality e.g. remote / online payment of fines, lost books, etc.

3.8.17.3   The System must allow multiple flexible fee structures to be applied or not applied

to different combinations of item types (e.g. 'short loan' / 'standard loan'), and item statuses (e.g. reserved items).

3.8.17.4 The System must prominently display Outstanding item and fees information of the member on the 'Item issue' and 'Item Returns' screens in the Circulation module.

3.8.17.5 The System must support custom fine or fee types to be created and applied to the library or institution (single / global).

3.8.17.6 Financial controls

3.8.17.6.1 The System must allow for authorised staff to manually create, waive, or clear a fine or fee and record who carried out the action.

3.8.17.6.2 The System must prompt for the staff ID and password when payments are recorded or when fines are waived.

3.8.17.6.3 The System must provide a method for authorized staff to identify and delete fines and fees attached to member's records when the charge is older than the Library-defined time period.

3.8.17.7 Payments

3.8.17.7.1 The System must provide the ability to record payments against specific fines rather than the total aggregate amount, including allowing part payments.

3.8.17.7.2 The System must update member's records to reflect payments received and accordingly change the account status (real time), i.e. unblock the account if the outstanding amount is reduced to less than the maximum allowed.

3.8.17.7.3 The System must allow staff to view a member's detailed payment history.

3.8.18 Lost items

3.8.18.1 The System must be able to handle items as missing, lost and lost-paid.

3.8.18.2 When a member pays for a lost item, the System must automatically change the status of the item to lost-paid.

3.8.18.3 The System must be customisable to allow fines not to accumulate after the item has a status of lost.

3.8.18.4 The System must be customisable to cater for items that have a status of lost and are found afterwards. Such items must be restored on the system with a status of available.

3.8.18.5 The System must allow for Special statuses "claims lost" or "claimed returned" statuses - i.e. member claims to have returned the book but still shows charged on record and is not located on shelf, and once registered as Claims lost does not accrue further overdue fines

3.8.19 Defaulted items

3.8.19.1 The System must be able to automatically set an overdue item's status to "defaulted" at library specified intervals.

3.8.19.2 When an item is defaulted, a block must be placed on the borrower's record, preventing further loans to the member.

3.8.20 Circulation blocks

3.8.20.1 The System must be customisable to enable any required circulation blocks to be set, including, but not limited to:

a) maximum fines

b) maximum number of items issued

c) maximum number of overdues

d) loan restrictions on a specific group of items

e) defaulted and blocked members

f) defaulted items

g) block on a lost membership card that has been handed in to the library to alert staff that the member must pick up their card

h) block on a membership record to alert staff about missing / incorrect member information, and which must be attended to by library staff

3.8.20.2   The System must allow blocks to be overridden by authorized staff / password protected but provide an audit trail for overruled blocks.

3.8.20.3   The System must provide the function to set a fine threshold at which circulation transactions for that borrower are prohibited unless overridden by authorized staff.

3.8.20.4   The System should automatically block a member's borrowing privileges, according to Library set policies, e.g. when they reach maximum loan amount, or a fine restriction.

3.8.20.5   The System must allow the creation of additional system blocks and the manual and automated application of such blocks. i.e. manual block: lost cards or items damaged; automated: Expired membership card.

3.8.21   Transaction Logs

3.8.21.1   The System must allow library staff to easily view circulation history for an individual item. (Limit of history log to be determined by LIS).

3.8.21.2   The System must allow library staff to easily generate and view the lending history of members – either displayed on screen / layout or downloadable / exportable for users) (Limit of history log to be determined by LIS).

3.8.22   Inter-Branch Issues (IBI)

3.8.22.1   The System must allow for Inter-branch issues, i.e. item is loaned from one branch to another branch and then issued to the member from the borrowing branch.

3.8.22.2   Upon return of the item by the member, the System must display an alert to return the item to the original owning branch.

3.8.23   Inter-Library Loans (ILL)

3.8.23.1   LIS currently utilises the Sabinet ILL Request system for Inter-library loans. However, LIS may wish to integrate ILL transactions within the ILS.

3.8.23.2   The ILL module must include, but is not limited to the following functionality:

3.8.23.2.1   Processing borrowing requests and verify that the local library does not have materials available prior to requesting it from other libraries and other systems.

3.8.23.2.2   Processing incoming interlibrary loan requests, verifying availability of materials, and accepting or rejecting requests according to staff input.

3.8.23.2.3   Creating temporary bibliographic and item records for materials received from other institutions.

3.8.23.2.4   The Automated Tracking of item movements between branches, to members, and back to the lending institution.

3.8.23.2.5   Alerting library staff to items which need to be returned to their 'home' location or institution and manage the transit of such items, showing their

current status (automated) at all times in the Circulation and ILL module simultaneously.

3.8.23.2.6   Automatically archiving completed ILL requests.

3.8.23.2.7   Allowing ILL requests to be searched by member info, title, author, lending library name and code, and request number, and ISBN.

3.8.23.2.8   Supporting the loading of ILL Fees which can be retrieved / viewed in the membership record and paid as per standard ILS payments functionality.

3.8.23.3   The ILL module must be fully integrated and automated with the ILS circulation sub-system to manage the lending of items to library users, setting of loan periods, recognising reservation limits, sending overdue notices, fines, etc.

3.8.23.4   The ILL module must be integrated with the Library discovery platform to allow users to submit online requests and view request progress via their online profile / account.

3.9   OFF-LINE CIRCULATION

3.9.1   The System must include the ability to run offline circulation if the main system or data network to the main system is not available, and then to upload and process this information as soon as access to the system is restored.

3.9.2   The System should prompt staff to run in off-line when no network connection is detected.

3.9.3   The upload of information when connectivity is restored should be automatic.

3.9.4   The System must allow for offline issue, renewal and return of items.

3.9.5   The System should allow for the offline capturing of new members, which can be recalled by staff when back online. Records will be submitted individually (fields are pre-populated with the off-line data and verified as required, e.g. ID, name, etc).

3.9.6   The System should allow for the offline capturing of new bibliographic and item records, using pre-set templates. New records can be recalled by staff when back online and submitted individually (fields are pre-populated with the off-line data and verified as required, e.g. ISBN, author, etc).

3.9.7   Library staff must be able to select / choose option to run in off-line mode.

3.9.8   All items managed during the off-line period should be charged to members when uploaded, i.e. all system parameters and blocks must be overruled.

3.9.9   The System must provide a report detailing all override transactions and anomalies processed, e.g. max loan limit override, issues to blocked members, reserved items issued to another borrower.

3.9.10   The System must generate a user-friendly error list of unprocessed transactions, e.g. members and items 'not on system'.

3.10   STOCK MANAGEMENT AND INVENTORY CONTROL

3.10.1   Stock Management

3.10.1.1   The System must manage and keep track of all catalogued / recorded items within the System and manage the movement of these items, so that the whereabouts and status of an item at any time can be known.

3.10.1.2   The System must provide a simple method of transferring items into a defined location (e.g. New library collection / Study Collection), whilst preserving the

original collection information, and allowing material to be easily transferred back, in order to provide clear information on each item's current location for all users of the system.

3.10.1.3 The System should allow all users to easily and quickly identify the current availability status of any physical item or group of items and its / their current location in both the discovery tool and staff modules.

3.10.1.4 The System should have the ability to manage stock based on a unique identifier, as well as URL URI and DOI, e.g. barcode, RFID tag, shelf mark.

3.10.2 Inventory Control

3.10.2.1 The System must offer comprehensive inventory management functionality for physical resources, which is integrated with all other modules through a single point of entry.

3.10.2.2 The inventory process must accommodate GRAP verification requirements, e.g. record the date of inventory, number of times inventoried, etc.

3.10.2.3 The System must allow for inventory management across multiple sites and locations at the same time.

3.10.2.4 The System must be able to do an inventory on a user-specified sub-set of items, whether by institution (e.g. LIS vs Museum libraries), specific library or specific collections within libraries (e.g. audio-visual collection within Jabavu Library).

3.10.2.5 The System must support the use of standard hand-held barcode scanners to input individual barcodes in the inventory module.

3.10.2.6 The System must allow library staff to export a list of items to an offline portable scanning device and to batch upload the file of scanned barcodes (or other record identifiers, e.g. QR or RFID tags) from the device.

3.10.2.7 The System should include a Mobile application for inventory / stock take, i.e. inventory check against live system data using a mobile Wi-Fi enabled web browsing device (e.g. Android tablet, iPad, laptop computer) and reporting inconsistencies in real time.

3.10.2.8 The inventory function must account for items with specific item statuses which may not be present (e.g. on loan, on ILL/ lost / damaged) and prevent these from being included in any error or exceptions reports.

3.10.2.9 During the scanning process, the system must display alerts for items that are not recorded as 'on the shelf', i.e. on loan, missing, lost, as well as items belonging to other libraries / institutions.

3.10.2.10 The System must provide for the reporting of inconsistencies during an inventory, e.g. items shelved in the wrong location and / or collection, items found but recorded by the system as being on loan or otherwise unavailable, and items' identifiers (barcodes, tags) which are not recognised by the system, i.e. non-catalogued items.

3.10.2.11 The System must be able to generate an exception list of items not found during a completed inventory, with the results to be sorted in library-defined order.

3.10.2.12 The System must be able to generate a 'reshelving list' of items which are found to be shelved in an incorrect order during the inventory process but were found in the correct collection and location.

3.11 CATALOGUE SEARCH (DATABASE SEARCHING FOR STAFF)

3.11.1 The System must support and provide a consistent search interface for library staff regardless of where they are in the system.

3.11.2 The entered search term(s) must display at the top as the main part of the subject heading before sub-divisions are displayed.

3.11.3 The entered search terms must display in the results set.

3.11.4 The System must allow searching for, and identification of, individual and defined sets of bibliographic, authority, holdings and item records held in the system.

3.11.5 Searching must be possible across all data fields within the ILS catalogue records and linked databases / collections.

3.11.6 Searching must be possible across linked external databases of bibliographic and authority records including and OCLC and OCLC WorldCat.

3.11.7 Authorised staff must be able to modify bibliographic and item records directly from the search results.

3.12 ONLINE (PUBLIC) INFORMATION DISCOVERY AND LIBRARY SERVICES PLATFORM

3.12.1 LIS requires an online public web-based Discovery platform that is fully integrated with the other ILS sub-systems and integrated applications and provides a 'one-stop' shop for library users, allowing users to:

   a) Search the library catalogues (Online Public Access Catalogue - OPAC), including searching linked 3rd party resources
   b) Access and download eContent from eResources, digital collections, project files, etc.
   c) Self-register as a member
   d) Access online library services
   e) Book a computer, library equipment or a library facility
   f) Access eLearning courses and content
   g) View and manage their library account
   h) Submit requests, upload book reviews
   i) Register for and join online events

3.12.2 The Discovery platform must be interactive, allowing users to submit acquisitions suggestions, tag content, submit reader ratings, upload book reviews, etc.

3.12.3 The Discovery platform must offer rich and robust customisation, including branding capabilities for each of the COJ consortia libraries.

3.12.4 The System must allow for Discovery features / functions to be enabled or disabled as required by the Library such as - Allowing members to place reservations, pay fines, or submit a 'Recommend to purchase'; Displaying Most popular reads, etc.

3.12.5 The Discovery platform must be mobile-friendly / have a mobile Application.

3.12.6 The ILS Discovery solution must be able to integrate with a wide range of systems including institutional repositories, archive management systems, digital repositories and other discoverable systems. These may be non-MARC collections using standards such as Dublin Core, and OAI-PMH.

3.12.7 The System must facilitate simultaneous searching across a central index (containing pre-harvested and processed metadata, and full text subscription content), metadata from the library management platform and metadata from local and external digital collections and repositories.

3.12.8 The System must use single sign in where the user credentials as a valid member must

be passed through to services linked on the discovery platform, i.e. once a user has logged in successfully, they should have access to all permitted services without having to enter their membership number again, e.g. renewing items, submitting request forms, accessing eResources (unless the eResource has its own user profile login), booking a PC, etc.

3.12.9 The System must provide for different end-user experiences for children and adults, or other user profiles as required by the libraries, e.g. Young Adult, which search across specified collections, resources or subject / genre areas only.

3.12.10 The System should allow the library to create subject or format specific search profiles which limits a search to specific resources.

3.12.11 Users should be able submit feedback to the library on individual resources within the discovery system, for example to report if an online resource is inaccessible.

3.12.12 Online Public Access Catalogue (OPAC)

3.12.12.1 The OPAC must reflect real-time or near real-time updating of acquisitions, bibliographic and circulation data, as records are updated on the ILS, requiring no batch loading or nightly re-indexing of the Library's data

3.12.12.2 The System must allow for both basic (library defined standard indexed fields) and advanced searching (additional filters and Boolean and phrase searching from within the search dialogue box(es))

3.12.12.3 The System must enable users to limit searches by Availability, Location (Branch), Collection, Publication Date, Format, Language, Series, as well as enable users to limit a search by facets, fields / genres / series and to refine result sets by facets.

3.12.12.4 The System must allow users to limit searches to material available in and subscribed to by the library (default), but also to expand the search to other linked library and eResources collections.

3.12.12.5 The System must allow for the configuration of the look and feel of the records display page (search results), including determining which bibliographic metadata to display.

3.12.12.6 Users should be able to sort search results by date, author, title, series order and genre and format in both ascending and descending order as well as display results in MARC21 format.

3.12.12.7 The System must allow users to select titles and create saved lists (under user-defined folders / names) and email the list to themselves, export in Word-type or csv format, or print or email the list.

3.12.12.8 Users should be able to re-use and combine searches in the current session.

3.12.12.9 Users should also be able to save their searches / search histories for re-use in future sessions.

3.12.12.10 Users should be able to display results as formatted citations in a variety of citations styles, including, but not limited to APA, Chicago and Harvard format.

3.12.12.11 There must be a Children's OPAC which is visually engaging and contains simplified, graphics-based search elements, e.g. instead of typing in specific keywords there are subject icons / buttons to click on such as the Button for "Health and Medicine" would display sub-buttons for "COVID-19", "Healthy eating", etc. and clicking on these would display a list of Children's information resources on these broad topics.

3.12.12.12 The System must be delivered with pre-defined broad topics for the Children's

OPAC, but must also allow for the library to amend the criteria or add to the topics, and also allow the library to set parameters to refine the results further by including children specific item types (for example).

3.12.12.13 The System must include a feature listing Most popular titles, subjects, and authors based on automatic analysis of the Library's recent circulation statistics.

3.12.12.14 The System must display Recommended reads based on previous issues / profile preferences (member specific if member is logged in to their library account).

3.12.12.15 The System should offer a content enrichment option to enhance the content of the Library's catalogue records and OPAC through automatic web links to:

a) Book reviews, summaries, and book jacket images
b) Author biographies and tables of content

3.12.13 Self-registration

3.12.13.1 The System must allow for online user self-registration, real-time verification of specified details against ILS membership database, uploading of required documents, immediate email / sms verification and activation of membership number for eAccess only use (e.g. if user registers to use the public access computers, eResources, etc. then can immediately log in) – similar to eCommerce processes.

3.12.13.2 The System must allow for customised input form and allow for link / display and checkbox to accept the Library terms and conditions.

3.12.13.3 The online registration system must be able to be used on laptops / mobile devices so that staff can register members remotely

3.12.13.4 LIS must be able to enable / disable the online user self-registration function as required.

3.12.14 Self-reservations

3.12.14.1 The System should provide a smart on-shelf requesting tool, available in the discovery platform to enable users to request items/groups of items from the catalogue.

3.12.15 User account

3.12.15.1 The System must provide a secured interface between Discovery and ILS which allows members to log in to their account / profile on the Discovery platform using their membership number / Username and PIN and view their real-time personal and circulation details (address, items on loan, loan history, outstanding fines, reserved items, etc.), messages, and allow modifications as activated / enabled by the Library, e.g. renew items, cancel reservations, request ILLs.

3.12.15.2 The System must allow the user to change their PIN once they have logged in.

3.12.15.3 The System must be able to allow the user to reset their PIN if they have forgotten it (send temporary PIN or reset code via email / sms).

3.12.15.4 The user functions must include but are not limited to being able to renew materials, request materials, cancel holds, suspend holds, change unfilled holds', update profiles, etc.

3.12.15.5 Users should be able to view their 'loan history' details and should be able to sort them (by date borrowed/publication date/author/title / series title).

3.12.15.6 Users should be able to export details of 'loan history' to software packages (MS Word / Excel / Open Office) as well as do Page and Screen Shot Printing / and e-

mail.

3.12.15.7 Where 'alerts' have been noted in Membership Records (ILS), the OPAC should display a message to the member asking for updated details.

3.12.15.8 Once address or other personal details have been updated by the member, and/or relevant documents uploaded, the system should alert the staff when the membership record is displayed, or the Library should be able to run a report on all 'user amended' records to allow staff to verify the new information and clear the bad address 'alert'.

3.12.16 Self-Renewal of Items

3.12.16.1 The System must allow the user to renew items on loan to them (either all, or individual items), within criteria set by the Library (number of unseen renewals allowed, renewal of items with reservations, etc.)

3.12.16.2 The System must prominently display details of successful and unsuccessful renewals and offer the option to notify the user via email, sms, etc.

3.13 REPORTS AND DATA ANALYTICS DASHBOARD

3.13.1 The System must provide a reporting interface (such as an inbuilt web-based reporting and analytics tool) which allows Library staff the ability to generate reports and queries.

3.13.2 The System must be able to generate management information reports and statistics to support library planning, relating to collection development and management of resources, e.g. cost per usage of e-resources; circulation history for print resources.

3.13.3 The System must allow users to design, build and execute reports across all functional areas of the system, and allow the exporting of data into MS Excel, WordPad, SharePoint and other COJ applications.

3.13.4 The System reports must allow SINGLE file and BULK / batch exporting of data to standard encodings and formats such as Unicode, ASCII, pipe-delimited, CSV, EXCEL or XML.

3.13.5 There should be no size limits on report data exports from the system - e.g. we are sometimes required to export data sets >100,000 records.

3.13.6 The System must have the ability to run and share pre-built standard reports, and for staff to easily build new reports by selecting fields determined by the Library.

3.13.7 The System must have the ability to design, build, save (templates), edit and run complex queries that combine multiple fields in the underlying database. 100% of the database schema must be available to the staff for the purposes of developing custom reports.

3.13.8 The System must provide features for staff to create custom financial reports and report templates without assistance or mediation from the ILS supplier and allow customization of reports and analytics by staff, including but not limited to changing of report parameters, views, time ranges, etc.

3.13.9 Reports should be access controlled, determining who can design, build, execute, and share specific reports or groups of reports and also limiting access to certain system and statistical reports (e.g. system administrators only).

3.13.10 Library system administrators must be able to display, print, export, and/or e-mail statistical reports showing various aspects of System usage.

3.13.11 All authorised staff-users must be able to have simultaneous access to the report writers for the purpose of compiling and reviewing reports.

3.13.12 The System must be able to handle the generation of reports on the production server without impacting the day to day transaction speed or search response times (noting that some reports may be limited to after-hours only (no staff users logged in), e.g. indexing, rebuild database.

3.13.13 The System must have the facility to automate reports, i.e. to schedule report jobs to run automatically, or on a daily, weekly, monthly and annual basis, or as per a calendar setting.

3.13.14 The System should have the ability to list all scheduled reports, with details on schedule, when last run, who they get sent to (or ideally to create custom views to navigate through lists of reports).

3.13.15 The System report output should make use of real-time data and include current and historical data.

3.13.16 The System must be able to generate a report of broken links held within the LIS data (for example, links to access eResources).

3.13.17 The System must be able to generate reports listing unlinked items (e.g. item records without a catalogue record, membership records without valid names, etc.).

3.13.18 The System should have an Analytics model - that allows for cross querying and analysis of data.

3.13.19 The System must support data analytics of information gathered from the Discovery platform and OPAC, for instance - "What others who read … are reading", and other-analytics such as what is seen using Google.

3.13.20 Acquisitions reports

3.13.20.1 The System must provide real time expenditure reports and have the ability to allow designated staff to create and setup required reports against own selected time frames.

3.13.20.2 Reports must be able to include single or multiple budgets showcasing all orders, invoices and items purchased, and have the ability to calculate values (from High Level to minute detail per fund as well as ALL funds).

3.13.21 Circulation reports

3.13.21.1 The System must provide reports including, but not limited to:

a) Title lists of lost/missing items with details of the surname and barcode of the last member to have borrowed the items
b) Number of items circulated per library per hour per genre (per day / per month / per quarter / annual)
c) Highest circulating items per genre and user group
d) Title list of In-transit items
e) Number of members with expired membership per library
f) Items due to be removed from the Library (weeded, discarded)
g) Items waiting on the Reservations pick up shelf
h) Items linked to a status which are returned during a defined / specified period, e.g. Overdue, Lost.
i) Number of members borrowing from library sites, by individual and by membership group (for example, how many loans, renewals, recall and hold requests, returns, etc.)

3.13.21.2 The System should be able to analyse usage patterns / preferences from the member and item transaction histories and generate reports on these trends as

required.

3.13.22 Cash management reports

3.13.22.1 The System must provide cash management reports to enable balancing of income received on the system at a global level as well as at a library level with that recorded by the tills / pay points.

3.13.22.2 The System must provide reports on value of "fines waved" OR "value of all items returned" per library as well as at an Organisation level during fine-free periods or specific library events, e.g. National book week.

3.13.22.3 The System must be able to generate reports on financial transactions by membership number, showing amounts generated, paid and waived.

3.13.22.4 The System must provide reports by Library defined revenue category e.g. Membership fees, Fines, Lost & Paid, Bookings, etc.

3.13.23 Stock management reports

3.13.23.1 The System must generate scheduled stock management reports (for stock rotation, weeding, etc.) from a library-defined set of criteria, and indicating usage data, e.g. last activity, number of issues.

3.13.23.2 The System must provide reports including, but not limited to:

a) Reports on the usage of resources, for example, resources defined by a location, a lending period, or subject, class number.
b) Reports on loans, renewals, requests, self-recall / reservation requests, returns of a set of resources by time period, by item type, and/or collection, by issuing location, and by member.
c) Reports on the number of items (defined by library) not circulating for a defined period.
d) Number of stock additions to the collection catalogue by funding source (ALL City and Province) and per library.
e) Reports on multiple copies of physical items, to include duplication of titles / editions / volume numbers across the Library's collection, and in different sites and locations

3.13.24 Inventory reports

3.13.24.1 Inventory reports must include full shelf lists of resources including, but not limited to, unique identifier (e.g. Item ID), shelf mark, collection/location, status and status date (e.g. on loan, missing, last use.), last inventory date.

3.13.24.2 The System must provide reports on resources located or returned at wrong locations (in library and other libraries).

3.13.25 Self-service reports

3.13.25.1 The System must be able to generate reports on the usage of the self- service units both individually, and by group and library.

3.13.26 Discovery platform reports

3.13.26.1 The System must provide reports including, but not limited to:

a) Number of search sessions, and the number of searches per session and groups performing sessions
b) Number and type of hit rates and failure rates of searches conducted as well as reports on topics or subjects most searched

c) How often users are conducting searches using search strings; by search type; the indexes selected for use; and the filters / facets applied for search refining.

d) Number of accesses to full text resources, listed by content provider / database.

e) Origins and times of logins, e.g. which countries are logging in and when.

3.13.27 Statistics dashboard

3.13.27.1 The System must provide a powerful, sophisticated 'at a glance' dashboard for management staff, of key indicators for different operational areas, where multiple report outputs can be viewed at once

3.13.27.2 The dashboard must have an easy-to-use, graphical web-based, interface and allow for the full data spectrum of the system to be interrogated and represented in user-specific graphical or tabular format – across core, secondary and additional modules.

3.13.27.3 Dashboards must be user profile specific and customisable by the user as to what and how indicators and report outputs should be displayed.

3.14 SYSTEM AND USER ADMINISTRATION

3.14.1 The System must allow an unlimited number of concurrent users for which the system is licensed.

3.14.2 The System must provide a single System Administration module which allows staff to set and edit ALL parameters (e.g. loan periods, rules for holds, fines, fees and notices, etc.), standardized codes, and settings available in the System.

3.14.3 The System administrator module must have the ability to change all system settings for an institution and assign roles, preferences and permissions to library staff functions in order to meet the unique needs of the library or the institution including customizing all web generated displays.

3.14.4 The System administrator module must support the bulk assignment of roles or permissions to library staff functions (Access control rights for library staff and the ability to facilitate multiple profiles accessing different combinations of functional modules).

3.14.5 The System must support authorization/authentication which is role/attribute based (i.e. a single user can have multiple roles without needing multiple IDs).

3.14.6 The System administrator must be able to set functions and screen access rights by individual or at group level.

3.14.7 The System must include functionality for the administrator to add and change global operational configuration when required.

3.14.8 The System must provide the functionality for the administrator to create and modify staff and member error messages and specify triggers for error messages.

3.14.9 Staff permission levels and capabilities for overriding system functions or limits must be managed and assigned from this module.

3.14.10 The System must have the ability to block/allow certain functions by the use of an override password.

3.14.11 The System must provide granular and customizable access control rights for staff accounts and be able to facilitate multiple profiles accessing different combinations of functional modules, e.g. some processes within the acquisitions module might be done by Cataloguing or Circulation staff.

3.14.12 System security and Access control

3.14.12.1 The System must support a robust and flexible yet straight-forward security model that allows staff to be assigned privileges only to functions that they require to fulfil their roles.

3.14.12.2 The System administrator must be able to impose access restrictions and equally to allow shared access where appropriate. e.g. so that other institutions can only see catalogue records of its own institution (LIS, Law Library, Art Gallery, etc.).

3.14.12.3 The System must provide security at database, workstation, and individual operator levels. The security levels should maintain separate accounts, privileges, roles, and access for each and every user in the system.

3.14.12.4 Account/password management tools should be provided at database, workstation, and individual operator levels and support granting, revoking, expiring, and renewing accounts.

3.14.12.5 The System must have permissions-based access to enable the institution to control access to data / View Read Only. It must support the administration of these access rights for all user groups, including staff.

3.14.13 The System must support single sign-on support and not require a separate login for staff to access different subsystems; the initial login should set all privileges for all subsystems - staff should only be required to log in once.

3.14.14 The System must have the ability to specify authorization/authentication for specific record types and field groups within records. The System must provide the ability for authorized staff to create, edit, and delete all types of records.

3.14.15 Authorized users must be able to view and edit any record type for which they have password permission regardless of the module being used (e.g. serials check-in records from within the Acquisitions module, bibliographic records from the Circulation module, etc.).

3.14.16 User accounts

3.14.16.1 Users (staff and public) should gain access to the system through the use of a User Record containing a User's Name, location information, USER ID, USER ALT ID, their PIN (Personal Identification Number) and their User Access profile.

3.14.16.2 The Library must be able to create individual user accounts for staff.

3.14.16.3 The System should offer templates to support the creation of user-authentication profiles (basic definitions which can be copied into new user profiles).

3.14.16.4 When using the application software, users will identify themselves for authentication by supplying their USER ID or USER ALT ID and their password / PIN

3.14.16.5 User authentication should (i.e. 2 factor authentication) be automated i.e. alerts for PIN / password renewals must be sent to users before password expiry date is reached.

3.14.16.6 A password reset self-service must also be available (via e-mail or SMS) once the deadline for a reset has been exceeded.

3.14.16.7 Automated password synchronisation must be required once the password has been renewed / reset.

3.14.16.8 The User PIN policy should allow LIS to define the PIN requirements that the software enforces when staff modify a user PIN.

3.14.16.9 Once a user is authenticated, his or her User Access profile should define the

system functions he or she can access. Each User Record in the system should be assigned a User Profile that defines the complete set of system functions available to that user. Security configurations should allow the building of a matrix that defines the combination of actions and associated objects that a user is authorized to use.

3.14.16.10 The System must check each user's access privileges at login, and automatically disable or enable client functions (in real time) based on the user's profile.

3.14.17 Data security and management

3.14.17.1 The System will store a large amount of library critical data and must offer strong mechanisms for data backup of core information and recovery, as well as safeguards against data tampering and theft.

3.14.17.2 The successful bidder must provide a mechanism to protect against unintentional loss of data and system programs to provide for full data and system recovery.

3.14.17.3 The System will store user's personal details and must comply with the storage and security requirements of the Protection of Personal Information Act.

3.14.17.4 The System must allow system administrators to manage data security and privacy at multiple levels: user group creation as well as individual staff or public user, single institution, subsets of the institution and City-wide departments.

3.14.17.5 The System must provide a way to delete batches of item, membership, and bibliographic records based on Institution and Library-determined criteria, including membership expiration date, amount of monies owed, member inactivity, etc.

3.14.17.6 The System must allow for the removal of library fines from library user records using a bulk process matching on unique identifiers in the library user record.

3.14.17.7 The System should provide a review mechanism so that the records / items / transactions to be deleted can be reviewed before the deletion step is taken.

3.14.17.8 The System must provide a method to extract and update data by query languages such as, but not limited to SQL, SQL Advantage.

3.14.17.9 The System must have the ability to automatically record and display the name of any library staff who have made notes, and the date / time saved.

3.14.18 Audit trails / Transaction logs

3.14.18.1 Audit trails should be provided by application and database software logging capabilities.

3.14.18.2 The System must log library staff user interactions with the system back-end and allow this to be interrogated by library system administrative staff with appropriate permissions.

3.14.18.3 The System must allow for reports to be generated per staff, of activity across the ILS, e.g. what bibliographic records have been added or amended by the staff member, number of new records added, fines waived and paid, etc.

3.14.18.4 The System must keep a log of each transaction which alters the database. Logs must be date and time stamped so as to allow the system to reconstruct activity for any period.

3.14.18.5 All financially based circulation transactions (e.g. bills paid, waived, etc.) must prompt for user ID and password.

3.14.18.6 Financially based circulation transactions (including User ID, library, transaction type, amount, timestamp, etc.) must be logged for monitoring purposes

3.14.19 Online Help / Documentation

3.14.19.1 While preferable that the system can be used without documentation, it may be necessary. Help should be easy to search, focused on the user's task, list concrete steps to be carried out, and be written concisely

3.14.19.2 The System must have the following online help.
- Online documentation available for staff, fully searchable by keyword;
- Context-sensitive help, especially in the staff modules;
- Standard OPAC function help for public users
- Customizable detailed help documentation can be added by the Library

PHASE 2 REQUIREMENTS

3.15 DIGITAL CONTENT AND ELECTRONIC RESOURCES MANAGEMENT

3.15.1 LIS requires an Electronic resources management module that is integrated with the Library management system for both purchased electronic databases, e.g. Ebsco, PressReader, Overdrive, and self-curated or created digital content, e.g. collections of subject or course specific websites or web articles, electronic format and digitised material, etc.

3.15.2 The System must be able to integrate electronic books (e-books and e-audiobooks) and electronic journals and be able to track their circulation.

3.15.3 The System must have a customizable interface to reflect the COJ corporate identity.

3.15.4 Digital Content Collections

3.15.4.1 The System must be able to store, make accessible and display digital content to end users including, but not limited to:

- Single image files and images with multiple views (JP2s, jpg, gifs,)
- Single-page and multi-page OCR'ed text documents
- PDF files
- Digital / digitised maps
- Audio and video files, with their transcripts

3.15.4.2 The format of the metadata records for each digital item should be similar to the catalogue records in the ILS with customisable templates for creating and editing the records.

3.15.4.3 The System must adhere to the following standards:

- METS/ALTO (LC standards)
- ISO Standard
- POPIA
- PDF/UA (Universal Accessibility)
- XML
- JPEG2000
- Unicode
- Dublin Core
- OAI-PMH

3.15.4.4 The System should supply dictionaries or controlled vocabularies and metadata templates (built in or stored locally).

3.15.4.5 The System must allow for items to be tagged under one or more 'Collections'.

3.15.4.6   If a new Collection is defined / created, the system must allow the user to add the new collection tag in a batch update to selected items / sets of items (global change).

3.15.4.7   If a Collection tag is renamed or removed, the system must update all the records with that tag.

3.15.4.8   Similar to standard cataloguing records, the user must be able to define the fields and subfields to be indexed.

3.15.4.9   The System should routinely index the collections but there should also be an option for the Library to index the records as-and-when required.

3.15.4.10   The System must allow for multiple concurrent users to work in the records database.

3.15.4.11   The System must be compatible with latest version browsers.

3.15.4.12   The System should not require installation of add-ons by end users.

3.15.4.13   The System should have a responsive design for front-end user interface for use on different devices (PC, laptop, tablets, phones).

3.15.4.14   The System must include OCR functionality.

3.15.4.15   The System must allow for an individual URL to be generated for each digital asset.

3.15.4.16   The System must provide open link resolver functionality and fully support the OpenURL interoperability standard.

3.15.4.17   The management of print and electronic (digital) resources must be integrated and can be searched in their entirety or individually as required by the user.

3.15.4.18   The System must allow the Library to boost or lower the relevancy ranking of specified content in a search result.

3.15.4.19   The front-end user interface emphasizes digital assets in a primary position in the display, with metadata in a secondary position.

3.15.4.20   The end user must be able to view thumbnails and full-size digital images.

3.15.4.21   The System must allow for multiple versions of digitized images to be stored, i.e. a high-quality master image and a lower resolution image for the end-user Discovery.

3.15.5   eResources management

3.15.5.1   The System must allow for the management of all aspects of the eResources lifecycle, including trials, purchase, licence management, description, usage data, availability setting and withdrawal.

3.15.5.2   The System should act as an information repository for all stakeholders in the eResources lifecycle, including library staff and all library users. Within this, the system should provide notifications on task status in the eResources lifecycle to relevant stakeholders, up to and including completion of all tasks. This will ensure no tasks get missed. The System should also provide alerts for overdue tasks.

3.15.5.3   The System should allow for a descriptive record for resources to be created, with title, publisher, content tags, authentication requirements or restrictions, licence duration, etc. similar to a bibliographic record, that can be searched for and accessed via the ILS Information retrieval functions and in the Library discovery platform.

3.15.5.4   The System should provide a simple to use, but detailed usage analysis and reporting tool (per eResource, per Collection, per title, etc.) to assist in the process

of renewing resources, selecting new resources and for choosing target audiences for resources. Statistics should conform to standards required by the organisation.

3.15.5.5 The System should also allow the Library to extract usage statistics of eResources / digital content in csv, pipe-delimited, Excel or Word format.

3.15.5.6 The System must provide functionality to collate, manage, and display usage statistics, including:

a) Options to import eResources data from external sources (e.g. suppliers' databases), for such data to be made available from within the system. Import should be both automatic and manual, including:

b) SUSHI/COUNTER schemas (ANSI/NISO z39.93-2013)

c) Non-COUNTER schemas

3.15.5.7 The System must support streamlined processes for resource selection and trials. The System should ensure efficiency through provision of an integrated feedback form for users, and the ability to record decisions made as a result.

3.15.5.8 The System must manage all aspects of licences with flexibility around display of key licence clauses to staff and end users.

3.15.5.9 The System must include supplier platform administration, including admin logins and login locations, platform issues, authentication methods and use, usage statistics and collection information.

3.15.5.10 The System should provide a means to manage eResource entitlements, e.g. core or subscribed titles in a package, and substitutions, perpetual access, post-cancellation access rights.

3.15.5.11 The System should support authentication management: an automated process such as an activation tick-box to turn on and off; and IP address authentication, URL referral authentication, Geo-location authentication. Note fields should be available to maintain details of authentication system in use.

3.15.5.12 The System must provide a knowledge base and an OpenURL link resolver, with the ability to embed the link resolver on external websites.

3.15.5.13 The URL link resolver should display both electronic and print coverage, and merge electronic front and back-file coverage into a single, summary record for display to end users.

3.15.5.14 The System should provide the ability to publish notes for library staff and library users. They should be adaptable, for the purpose of (for example) providing information on access rights, technical restrictions for use with browsers/readers, on regularity of updates, and licence conditions. Notes will automatically cascade to every record within a resource.

3.15.5.15 The System must be able to be configured to provide designated staff, across the library, access to administrative information e.g. license information, access rights, internal notes, etc. for electronic resources and contact information for suppliers and publishers.

3.15.5.16 The workflow for electronic resources should provide reminders for renewals and be able to track documents required for each renewal, e.g. supplier documentation required by the City on an annual basis from all suppliers.

3.16 ELEARNING CONTENT AND LEARNING MANAGEMENT SYSTEM (LMS)

3.16.1 LIS requires an eLearning content and learning management system (LMS) with a public

use platform that is fully integrated with the ILS.

3.16.2 The LMS should be hosted within the same COJ Microsoft server environment as the ILS.

3.16.3 The LMS must integrate with the ILS for centralised learner registration, administration and password management; storage, cataloguing and retrieval of course content; generation of reports; inclusion within the ILS dashboard; user authentication; and data security.

3.16.4 The LMS must provide functionality to configure and administer the parameters and policies that govern the functioning of all its components.

3.16.5 The LMS must include a gamification functionality where learners can engage with other learners on the LMS and earn points, awards or badges.

3.16.6 The LMS must be mobile friendly, either with an app or responsive format for mobile phones.

3.16.7 The LMS should allow for offline learning where applicable, e.g. where content can be downloaded.

3.16.8 User and course management

3.16.8.1 The LMS platform will be used to host courses for both the public users and COJ staff.

3.16.8.2 The LMS must allow for identified users to have administrative rights – to develop and manage content, generate reports, etc.

3.16.8.3 The LMS must allow for courses to be administered and run by different COJ departments, e.g. LIS, Public Safety, Museums.

3.16.8.4 Access to the LMS courses must be limited to registered users / learners.

3.16.8.5 The LMS must allow for multi-level courses and collections, with ability to indicate course relationships and for example, restrict access until the pre-requisite course has been completed.

3.16.8.6 The LMS must record user progress within each course, so that users can continue where they left off.

3.16.8.7 The LMS must allow for both self-marked courses and Instructor marked courses.

3.16.8.8 The LMS must allow for upload of learner assignments, portfolios of evidence, etc. to be marked by the Instructor.

3.16.9 Learning model

3.16.9.1 The LMS should allow for blended learning where some parts of the training programme is face-to-face which can be transferred to online learning.

3.16.9.2 The LMS should be able to host Instructor-led training (both presented content or streamed) where students can interact and discuss the training material, either individually or in a group setting.

3.16.9.3 The LMS must include functionality for hosting webinars and video conferencing.

3.16.10 eLearning content

3.16.10.1 The LMS must be integrated with the ILS for the creation, editing and retrieval of digital content records.

3.16.10.2 The LMS must include the ability to store Course / Collection information within each record.

3.16.10.3 The LMS must include the ability to record relationships to other courses within each record.

3.16.11 Analytics and reports

3.16.11.1 The LMS must allow for producing detailed customized reports on courses, user progress, broken links to content, groups.

3.16.11.2 LMS reports must be available in user-friendly data lists, export to graphs, etc.

3.16.11.3 LMS reports must be available within the ILS reports/statistics dashboard.

3.16.11.4 The LMS must provide reports that allow authorized staff to monitor or survey employee/user skills and competencies and track successful completion of courses.

3.16.12 Certificates

3.16.12.1 The LMS must include functionality to generate digital pdf certificates, and to store issued certificates (with original course name and certificate issued dates) so they can be re-issued as and when required.

3.16.12.2 The LMS must allow for multiple certificate templates to be created (including COJ branding), e.g. different templates for different LIS courses, Public Safety courses, etc.

3.17 EQUIPMENT / FACILITY BOOKINGS

3.17.1 LIS requires a solution where members of the public can register and book to use library equipment (e.g. computers) or facilities (e.g. discussion rooms, activity rooms).

3.17.2 The booking process must be accessible to the user via the ILS discovery platform.

3.17.3 A registered user must be able to select the equipment or services required, choose the required date and time, upload any documentation required by LIS, and receive a confirmation of booking notification.

3.17.4 There must be an 'immediate' user registration process linked to the ILS membership database.

3.17.5 The user should be able to pay any fees due online including, but not limited to EFT, and receive a Receipt for payment.

3.17.6 There must be an option for the user to cancel the booking request.

3.17.7 Library staff must be able to retrieve booking requests and generate reports on usage by member category, by type of booking, date of booking, etc.

3.18 ASSET MANAGEMENT AND INTEGRATED RFID / EM HYBRID TECHNOLOGY

3.18.1 LIS requires an ILS-integrated Radio Frequency Identification (RFID) / Electromagnetic (EM) hybrid solution for inventory, book stock management and book stock (asset) security, where book stock includes audio-visual items and various printed material.

3.18.2 The bidder must have proven experience of supplying and maintaining comparable systems within the library market.

3.18.3 The RFID / EM solution and the ILS must be fully integrated - the RFID Software integration with the library system application, ILS circulation rules and policies must be seamless.

3.18.4 The RFID module should be user friendly and intuitive with context-sensitive help screens, prompts and meaningful error messages

3.18.5 The successful bidder must provide operator / user / staff training for LIS staff.

3.18.6 Delivery and installation of RFID / EM equipment must take place at a minimum of fifteen (15) libraries identified by LIS (Annexure B).

3.18.7 The bidder must submit an RFID / EM Asset Management implementation plan with clear time-based milestones as part of the ILS implementation plan, noting that the City will be responsible for the physical tagging of library items.

3.18.8 Technical considerations

3.18.8.1 There must be no interference between the RFID / EM system and the Library network, server security, wireless access points, ICT or electrical equipment or other radio devices at the library sites.

3.18.8.2 RFID readers must be able to operate concurrently with existing LIS Barcode readers, i.e. Symbol LS1908 and LS2208 models.

3.18.8.3 User interfaces and equipment must be of consistent design across all sites.

3.18.8.4 RFID / EM system gates must provide protection against theft of the equipment.

3.18.8.5 The new RFID / EM security solution <u>must</u> be compatible with existing tags and EM security gates and devices that have been previously implemented within LIS, i.e. Tagtron and 3M systems.

3.18.9 RFID / EM equipment

3.18.9.1 The new RFID / EM hybrid solution must include the provision, configuration and implementation of the associated tagging, scanning and security equipment.

3.18.9.2 LIS requires a minimum of one (1) security gate, two (2) RFID staff workstations, and one (1) EM sensitising / desensitising device per library.

3.18.9.3 The solution must provide a means of tagging stock both at the shelf (for initial conversion) and at a staff workstation (e.g. for tagging new books or re-tagging).

3.18.9.4 The security gate system should be no larger than: Height 1780mm x Width 1090mm x Depth 650mm

3.18.9.5 The security gates should have a base plate so that it can be moved to the side in the event of an emergency or, if large equipment needs to be moved in or out of the library.

3.18.9.6 The RFID / EM hybrid solution equipment must have been tested for compliance in co-operation with pacemaker manufacturers. The successful bidder will be required to submit a certificate of compliance.

3.18.9.7 The RFID / EM hybrid solution equipment and the manufacturing entity shall have been tested for compliance to the ISO9001:2000, EN ISO9001:2000, BS EN 9001:2000 and ANSI/ASQ Q9001:2000 standards. The successful bidder will be required to submit a certificate of compliance.

3.18.9.8 All RFID / EM hybrid solution equipment shall carry a minimum warranty by the manufacturer for a period of 12 months from the date of installation and a 24 months maintenance contract thereafter (which includes two preventative services per annum as well as unlimited call outs including travel, parts and labour at no additional costs).

3.18.10 RFID / EM tags

3.18.10.1 Ultra-thin, double-sided self-adhesive EM security tape strips will be required, which are designed to be applied between pages of books and periodicals, and on

audio-visual material.

3.18.10.2   RFID tags must be read / write and be compliant with ISO standards 15693 and 18000-3.

3.18.10.3   RFID tag data must comply with ISO 28560-2 standard.

3.18.10.4   RFID tags must possess anti-collision capability allowing the reading of multiple tags simultaneously.

3.18.11 Customer counting functionality

3.18.11.1   The RFID / EM hybrid solution must include Customer counting functionality (and associated application software) to record and retrieve statistics on the number of visitors entering the library.

3.18.11.2   Library staff should be able to retrieve the customer counting statistics via the ILS Reports dashboard.

3.18.12   The RFID / EM hybrid security gates must provide a real-time report back to a nominated staff workstation showing details of any item which has triggered the security alarm.

3.18.13   The RFID / EM hybrid solution must generate and store reports detailing the ID of any items illegally removed from the library through the security gate.

3.18.14 Mobile / Portable RFID-enabled stock management device(s)

3.18.14.1   The successful bidder must supply RFID-enabled mobile / portable stock management device(s).

3.18.14.2   The stock management devices must be capable of carrying out multiple routines simultaneously e.g. scanning for lost, reserved or missing items at the same time.

3.18.14.3   Data collected by the devices must be in a format suitable for use and manipulation in standard desktop software packages, e.g. Excel, Word.

3.18.14.4   When in use, signals from the stock management devices must not interfere with any other ICT or electrical equipment in close proximity e.g. self-service devices, desensitisers, computers, etc.

3.19   GRAP103 CAPITALISATION OF HERITAGE ASSETS

3.19.1   The ILS must serve as an asset register for the Library's Heritage Assets (assets that have a cultural, environmental, historical, natural, scientific, technological or artistic significance and are held indefinitely for the benefit of present and future generations).

3.19.2   LIS requires the successful bidder to assist with the capitalization of the Library's Heritage assets - to ensure that all Heritage assets within the libraries are identified, valued, tagged and recorded on the ILS, as per GRAP103 requirements.

3.19.3   It is expected that the successful bidder will have done asset capitalization projects at other municipal libraries and will use this experience to assist LIS by developing the Heritage assets policy, procedures and cataloguing templates in consultation with LIS staff.

3.19.4   The successful bidder will be expected to migrate approximately 10,000 Heritage asset records in .pdf format on to the system, from a previous pilot capitalization project conducted by LIS.

3.19.5   Heritage assets will need to be tagged (RFID), taking the sensitivity of the items into consideration, which may necessitate utilizing specialised protective covers.

3.19.6   The field on the System containing the value of the Heritage assets must be in a

restricted-view field that can be only be viewed by authorized staff.

3.19.7   The System must allow for an image of the title page / cover of the asset to be displayed in the Discovery OPAC.

3.19.8   The System must allow for a digitized copy of the item to be linked to the catalogue record and be available to download.

3.19.9   The System must allow for download restrictions to be set by LIS, e.g. Number of pages, no downloading, etc.

PHASE 3 REQUIREMENTS

3.20   CUSTOMER ENGAGEMENT AND ONLINE HOSTING OF LIBRARY PROGRAMMES / EVENTS

3.20.1   LIS requires a customer engagement platform which integrates with the ILS membership database and the Discovery platform, where library events can be created, promoted, managed, and hosted online, e.g. training sessions, Book club meetings, public lecture bookings.

3.20.2   The System must include an event calendar where events can be created to include event details, publicity posters uploaded, etc.

3.20.3   The System must allow for event details to be sent to existing members and published via the ILS discovery and social media platforms.

3.20.4   The System must include functionality to manage user responses / bookings / payments (if required), recording members details and allowing non-library members to register for the event.

3.20.5   The System must also allow LIS to create and save templates for electronic newsletters, including graphics and various formatting elements, or allow integration with applications such as Wowbrary.

3.20.6   Library staff must be able to generate statistical reports from the System on participants per event, per specified date / period, per library, etc.

3.21   SELF-SERVICE CIRCULATION

3.21.1   LIS requires an integrated self-service solution with self-service units which allow members to:

a) Issue, renew and return books against their library membership card, including renewal of integrated 3rd party eResources e.g. eBooks on Overdrive.

b) Securely log in to their library profile / account and view their membership record, current loans, outstanding fees, etc.

3.21.2   The self-service units and software must be integrated with the ILS and process transactions on a real-time basis.

3.21.3   The self-service solution must include the provision and implementation of self-service equipment, i.e. RFID-enabled staff workstation(s), for use with existing staff PCs and self-service station(s) for client use.

3.21.4   The self-service solution must support the NCIP and SIP2 protocols.

3.21.5   The self-service solution must be capable of reading the existing LIS membership number barcodes (on printed cards), but also capable of being upgraded to use alternative borrower identification technologies.

3.21.6   The self-service solution must be user friendly and intuitive with context-sensitive help screens, prompts and meaningful error messages.

3.21.7   The self-service units must be capable of operating in offline mode if connection to the ILS is lost.

3.21.8   Data captured on the self-service units whilst in offline mode shall be uploaded to the ILS when the connection is restored.

3.21.9   All self-service units must include touch screen operations.

3.21.10   The self-service units must require users to indicate when their transactions have been completed. Once completed the system should clear current user details before accepting the next customer.

3.21.11   The self-service units must be accessible for persons with disabilities (screen displays, text-to-speech functionality and physical access).

3.21.12   The user interface of the self-service units must be customisable to the greatest extent possible.

3.21.13   The self-service solution must allow LIS to "activate / deactivate" specific functions and features on the self-service units, e.g. the payment of fines and fees.

3.21.14   The self-service units must be capable of being configured to limit functionality to issue or return, to cope with dynamic changes in demand.

3.21.15   The self-service units must be capable of reading multiple items simultaneously.

3.21.16   The self-service units must be capable of processing mixed media, multi-part items, e.g. book plus CD.

3.21.17   All System alerts re membership profile, items to be issued and returned items must be displayed on the self-service units.

3.21.18   The self-service solution and self-service units must manage the issue, renew and return of both tagged and untagged items.

3.21.19   Self-service units must display brief bibliographic details of items issued or returned (title/author/location/broad item category as minimum) during a transaction.

3.21.20   The self-service units must provide a running total of items issued, renewed or returned during a transaction.

3.21.21   The self-service solution must allow for renewal of unseen items at the self-service units (up to a maximum limit specified by the Library).

3.21.22   The self-service return process must identify the item as having been returned and must update the ILS in real time. Returning an item should automatically re-activate the security status on the item.

3.21.23   Self-service kiosks must allow for transaction receipts to be printed from the kiosk, giving full details of any payment transaction, e.g. time, amount paid, and reason for charge.

3.21.24   The self-service solution should provide payment facilities at all self-service units / kiosks (accept cards / cash) and the functionality to process EFT, NFC and other online cashless payment transactions).

3.21.25   Each self-service unit which is enabled to take payment transactions should provide an end of day printable report of card transactions at each unit for reconciliation and audit purposes.

3.21.26   The self-service solution must provide diagnostic information to staff when problems or errors occur.

3.21.27 The self-service solution must be capable of being managed and maintained remotely, preferably via an integrated module on the ILS or via a secure web interface.

3.21.28 Authorised Library staff must be able to make operating parameter changes to relevant programs on connected self-service devices via the remote management module / application.

3.21.29 Authorised Library staff must be capable of viewing the self-service user interface, as seen by the end user, of any connected device via remote management interface

3.21.30 The self-service solution remote management module must provide an alert when any unit connected to it generates an error message (e.g. out of receipt paper. Cash bin full etc.)

3.21.31 Usage statistics for each individual machine connected to the network must be available to view and/or download via the self-service remote management module.

3.21.32 Authorised library staff must be able to access and / or export statistical, error and transaction logs via the self-service remote management module.

3.21.33 The self-service solution must also include RFID-enabled 'Book drops' for members wishing to return books after-hours or preferring to return books without having to enter the library.

3.21.34 Book drop returns must be processed on the ILS on a real-time basis.

3.22   ACQUISITIONS OF SERIAL PUBLICATIONS / ITEMS (INFORMATION RESOURCES)

3.22.1 LIS requires a fully integrated module for the management of serials and subscription-based information resources with the ability to store data pertaining to:

- Subscription dates (start, expiration)
- Source (ISSN & Vendor & Publisher)
- Frequency
- Subscription price
- Fund
- Location information
- Claiming information
- Prediction information
- Date of payment
- Holdings
- Routing information
- Note fields
- Active or non-active publication indicator

3.22.2 Changes made within the Serials functions must be reflected in all ILS modules in real time.

3.22.3 The System must be able to manage subscriptions (renewals, cancellations).

3.22.4 LIS staff must be able to view a subscription list on the System, which displays all subscriptions which are eligible to be renewed.

3.22.5 The System must be able to cancel and reopen a Serials subscription.

3.22.6 The System must include full Serials control with online claiming.

3.22.7 The System must support the MARC21 format, both Serials and non-serials, at the summary and detail level.

3.22.8 The System's Serials check-in system should automatically update the MARC21

holdings record including all content related to the 85X/86X paired fields.

3.22.9 The System must support the use of the Serial Item and Contribution Identifier as specified in ANSI/NISO Z39.56.

3.22.10 The System must have the ability to generate prediction patterns for determining when the next expected issue of a Serial is scheduled to arrive.

3.22.11 The System must be able to provide the following data elements in the Serials check-in record:

- Cover dates
- Enumeration (minimum of 3 levels)
- Arrival or expected dates
- Missing, withdrawn, claimed, bindery, and late status

3.22.12 LIS staff must be able to undo check-in of issues checked in by mistake.

3.22.13 The System must be able to suppress all issues linked to a particular Serials holdings record from displaying in OPAC.

3.22.14 The System must be able to create a routing list for each Serials title to be received.

3.22.15 The System must be able to save Serials holdings patterns as templates for future use.

3.22.16 The System must be able to generate claims, identifying issues not checked in for each subscription for the following reasons:

a) Non-receipt of an expected issue within the expected timeframe based on publication frequency and a designated grace period

b) Non-receipt of an issue, but subsequent issue received (i.e. May not received, but June received), creating a gap.

4   DURATION OF CONTRACT

The contract will be for a period of thirty-six (36) months.

The ILS will be implemented in phases across multiple financial years, with Phase 1 (as listed in Section 3) being implemented within the first year of the contract, and Phases 2 and 3 to be implemented from the second year of the contract.

Orders will commence once the contract is in place, and on an as-and-when project basis throughout the duration of the contract.

5   CHANGE MANAGEMENT, STAFF TRAINING, TRAINING DOCUMENTATION AND PROFESSIONAL SUPPORT

The successful bidder will be expected to provide training on all modules, applications and technologies supplied by the bidder, all training manuals and documentation (basic and intermediate) in all functioning subsystems for the independent operation of the system, including regular maintenance.

Training must be provided as part of the initial system implementation, for subsequent software or technology implementations and for software upgrades, as and when as required by LIS.

Face to face training will be preferred, but online or blended training may also be provided.

The successful bidder must provide training for COJ staff who will manage the system (system administrators).

Training must cover the following:

a) Overview of Project to cover the implementation process, policy files creation, data migration issues, project planning and staff/client system.

b) Application training to cover OPAC, membership services, cataloguing, acquisitions, serials control, workflow and any other subsystem provided / purchased.

c) Technology training to cover RFID / EM hybrid technologies, self-service technologies and any other technologies supplied by the bidder.

d) System administration training to cover the system administration interface, System database structure and reports, the programming languages/syntax used and any other report writing interface provided.

The bidder must submit a Change Management and Training Plan with clear time-based milestones as part of the ILS implementation plan.

Once appointed, the successful bidder will be required to provide a detailed Change Management and Training Plan, which will be agreed upon with COJ and which includes:

a) Overview / outline of the training methods to be used during and after the implementation project.
b) Format of training (onsite / online / both)
c) Class size
d) Initial training hours per module / functional area
e) Type of training documentation to be provided
f) Communication strategy
g) Awareness sessions

Support and maintenance must be provided as follows:

a) LIS should have a single individual or account manager whom they can contact and who is responsible for acting as the liaison between the Library and the successful bidder regarding any issue, problem or query.

b) LIS should have access to an ILS knowledge base with extensive information to assist in troubleshooting issues; access to product information such as release notes; software documentation; tutorials for common tasks; and information regarding upgrades and patches.

c) Full documentation must be provided by the successful bidder of regular and routine reports and system maintenance required for optimum system functionality.

d) The successful bidder must provide professional support regarding the capitalization of Heritage assets, policy documentation and best practice in this regard.

6   EXCLUSIONS

The following are excluded from the scope of work and requirements of this Integrated Library

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

System contract:

    a)   COJ will procure and maintain standard computer hardware such as staff desktops, laptops, printers, etc.

    b)   COJ will procure the server hardware (as per ILS design specifications provided by the bidder).

    c)   COJ is responsible for the City's network infrastructure and maintenance.

    d)   Hosting and maintenance of the server hardware will be the responsibility of the COJ.

    e)   COJ will be responsible for the bulk physical tagging of library items using EM / RFID tags provided by the successful bidder.

7   USE OF CONSULTANTS

Bidders should note that all rates for consultants should be aligned to rates as provided by the Department of Public Service and Administration (DPSA). The City reserves the right to negotiate all renumeration rates in line with the DPSA and may not exceed rates as provided for by the DPSA.

8   EVALUATION CRITERIA

Proposals will initially be evaluated in terms of Functionality, including a System Demonstration and then in respect of the Preferential Procurement Policy Framework Act 5 of 2000: Preferential Procurement Regulations, 2022; using the 80/20 preference point system.

Only bidders who score a minimum of **75 points (or more)** on Functionality will be able to proceed to be further evaluated in terms of Price competitiveness and Preferential goals. Bidders that score below this threshold shall be deemed to have submitted a non-responsive bid.

FUNCTIONALITY WILL INCLUDE A DEMONSTRATION OF THE SYSTEM.

FUNCTIONALITY SCORING	Points value	Score
1. PART ONE		
A. RELEVANT COMPANY EXPERIENCE: number of years operating in the library system environment. Company profile to be attached.		
One to five years (but less than six years)	1	
Six to nine years (but less than ten years)	2	
Ten years or more	4	
Maximum points	**4**	
B. REFERENCES ON WORK COMPLETED: Letters of good standing from customers on the Client library's letterhead and signed by the authorised signatory (maximum of 4 letters). Each letter of reference must include the Customer questionnaire as per the template attached in Annexure C.		

<u>Letters of good standing</u>		
1-2 Letters received	1	
3-4 Letters received	2	
<u>Type of library</u>		
1-2 public libraries	2	
3-4 public libraries	3	
<u>Overview of library</u>		
Small library = <10 collections / branches, <500,000 items *Medium sized library = 10-20 collections/branches, 500,000-1,5million items* *Large sized library = >20 collections/branches, >1,5million items*		
Small or medium-sized libraries only	0	
1-2 large-sized libraries	2	
3-4 large-sized libraries	3	
<u>System training and documentation</u> Points will be allocated to each response in the questionnaire as follows: Poor = 0 ; Good = 1 ; Very good = 2 ; Excellent = 3 An average score from all completed questionnaires will be calculated for each question.		
Quality of the training provided by the ILS supplier during the initial system implementation.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	3	
Quality of the training manuals provided by the ILS supplier.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	3	
ILS trainer's knowledge of the system.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	2	

Quality of the ILS online help / documentation.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	2	
System support Points will be allocated to each response in the questionnaire as follows: Poor = 0 ; Good = 1 ; Very good = 2 ; Excellent = 3 An average score from all completed questionnaires will be calculated for each question.		
Quality of the technical support provided by the ILS supplier.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	3	
Quality of the application-level support provided by the ILS supplier.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	3	
Level of expertise / quality of professional guidance provided by the ILS Account manager.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	2	
ILS supplier's response to reported queries / requests for assistance.		
Average score of 0 – 0.9	0	
Average score of 1 – 1.9	1	
Average score of 2 or above	2	
Frequency of application upgrades offered by the ILS supplier.		
Average score of 0 – 0.9	0	

Average score of 1 – 1.9	1	
Average score of 2 or above	2	
Maximum points	**30**	
C. IMPLEMENTATION PLAN Bidder must provide an ILS Implementation plan, which includes the following: – Timelines for implementation (key milestones per phase) – Training plan – Data migration plan – Asset management (RFID / EM) implementation plan – Risk register / Mitigation plan		
Timelines included	1	
Change management and Training plan included	1	
Data migration plan included	1	
Asset management implementation plan included	1	
Risk register / Mitigation plan included	1	
Maximum points	**5**	
D. SYSTEM ARCHITECTURE DESIGN Bidder must provide a document which includes details of the system requirements, operating environment, system architecture, files and database design.		
System architecture design document not included	0	
System architecture design document included	3	
Maximum points	**3**	
E. SOCIAL RESPONSIBILITY Contribution to the South African library profession, support of SA library programmes / initiatives or community-based activities. Letter(s) from beneficiary/ies to be provided including evidence of activities / financial contributions over the last five (5) years.		
No activities / financial contributions	0	
Evidence of activities / financial contributions provided	3	
Maximum points	**3**	
TOTAL: PART ONE	**45**	
2. PART TWO - ILS REQUIREMENTS (SYSTEM DEMONSTRATION)		
Bidders will be required to set up and configure a demo system in preparation for the ILS evaluation. The System demonstration will be evaluated with reference to the scope of work detailed in		

Section 3 of this document.

The demo system must showcase the following scenario:

a) Consortium configuration
Create a consortium of six libraries, four of which are Public libraries (Sandton, Jabavu, Ennerdale and Programmes Office) and two are independent Departmental libraries (Law Library and Public Safety Library).

b) System calendars
The Public libraries are open 6 days a week – from 09h00-18h00 Monday to Friday and 08h30-13h00 on Saturday.
Jabavu Library is closed from 10-15 November for stock taking.
Law Library is open 5 days a week, Monday to Friday from 07h00-15h00.
Public Safety Library is open 4 days a week, Tuesday to Friday from 08h00-17h00

c) Selection and Acquisition
Sandton, Jabavu, Ennerdale and Programmes Office have a shared, centralised acquisition process.
The Law Library purchases its own books.
The Public Safety Library purchases its own books.

d) Vendors
Sandton, Jabavu, Ennerdale and Programmes = Drongo Press, Flamingo Publishers, Turaco Books, YBK Publishers
Law Library = Acacia Books, Mopane Press, Plumbago Publishers
Public Safety Library = Gardenia Pty (Ltd), Watsonia Books

e) Funds
Sandton, Jabavu, Ennerdale and Programmes = COJ funds and Province Funds, both with sub-funds for each of the four libraries.
Law Library = COJ funds and Province funds
Public Safety Library = COJ funds

f) Budgets
Sandton COJ funds = R25,000 ; Sandton Province funds = R30,000
Jabavu COJ funds = R30,000 ; Jabavu Province funds = R35,000
Ennerdale COJ funds = R35,000 ; Ennerdale Province funds = R40,000
Programmes COJ funds = Nil ; Programmes Province funds = R100,000
Law Library COJ funds = R20,000 ; Law Library Province funds = R10,000
Public Safety COJ funds = R32,000

g) Cataloguing
Sandton, Jabavu, Ennerdale and Programmes share a catalogue.
The Law Library and the Public Safety Library have their own catalogues, with their own MARC templates, parameters, configuration, etc.

h) Membership
Sandton, Jabavu, Ennerdale and Programmes share members.
Membership profiles = Adult, Child, Commercial Organisation
Membership fees = Free for Adult and Child ; R100 per annum for Commercial Organisation

Law Library and Public Safety Library each have their own database of members with their own user profiles, lending policies, etc.

Law Library Membership profiles = COJ Staff, Visitor, Executive staff
Membership fees = Free membership

Public Safety Library Membership profiles = Staff, Trainer, Commercial Organisation
Membership fees = Free for Staff and Trainers ; R300 per annum for Commercial Organisations

i) Circulation policies for Sandton, Jabavu, Ennerdale and Programmes Libraries:
Standard Loan period = 21 days
Inter-branch loan period = 90 days
Maximum number of issues = 4
Maximum renewals = 3 seen and 2 unseen
Issue restrictions = Child members may not borrow audio-visual material ; Reference items are not loaned out
Fines = R1.00 per week or part thereof
Fine waiving options = Library closed, Staff error, Waived at staff's discretion

Circulation policies for Law Library:
Loan period = 14 days ; Reference books issued for 1 day (overnight)
Maximum number of issues = 5
Unlimited renewals
Issue restrictions: None
No fines charged

Circulation policies for Public Safety Library:
Loan period = 30 days
Maximum number of issues = 3
Maximum renewals = 1
Issue restrictions: None
No fines charged

j) Public Online discovery platform
Search results should include all consortia libraries but there must be a filter to allow the user to restrict results to a particular library, or a particular group of libraries.
The books in the Programmes Office Library must NOT appear on the public catalogue.

	Success-fully demonst-rated (Y / N)	Score
Using the above scenario, together with applicable requirements and criteria included in the Scope of work, the bidder must demonstrate the following:		
A. GENERAL SYSTEM REQUIREMENTS AND USABLITY		
A.1. CONSORTIUM MODEL Show how the ILS accommodates a consortium model:-		
a) In the staff client, show how Sandton, Jabavu and Ennerdale libraries share a catalogue and how their staff can only view and modify items belonging to these libraries.		
b) Show how Law Library staff can only view and modify their own bibliographic records and items.		
c) Show how members registered at Sandton can borrow items from Ennerdale and Jabavu libraries, but not from the Law Library.		

	d)	In the public discovery platform, show how a user can limit their search results to only show items held at Ennerdale library.	
A.2.		CALENDARS Show how to set up global and library specific calendars	
A.3.		CONTROLLED DATA ENTRY Show how drop-down lists are set-up and used in the system (show samples from a few modules).	
A.4.		SCALABILITY Show that the demo database includes more than 1 million Bibliographic records and more than 1.5million Items.	
B. GENERAL SYSTEM REQUIREMENTS AND USABLITY			
B.1.		CONSORTIUM MODEL Show how the system accommodates separate budget management processes and allocation of order numbers for the Public libraries in the consortium vs the Law Library and the Public Safety Library.	
B.2.		ONLINE SELECTION PROCESS Show how the integrated, online book selection process works:-	
	a)	Receive electronic lists of publications from 2 different suppliers (lists to include Author, title, ISBN, Year of publication and Unit price).	
	b)	Import the supplier's lists into the ILS.	
	c)	As a branch librarian from Sandton Library, view the available material and select 1 copy of at least 5 titles for purchase. COJ funding will be used.	
	d)	As a branch librarian from Ennerdale, select 1 copy of at least 5 titles and record a 'rejection reason' on a further 4 titles. COJ funding will be used.	
	e)	As a librarian from the Programmes Office, select two of the same titles as Sandton, plus 4 other titles. The Programmes librarian requires 10 copies of each title. Province funding will be used.	
	f)	As a Selection Manager, approve the requests to purchase.	
	g)	Generate a list of items selected per supplier, which can be extracted into Word or Excel. Lists to include Author, title, ISBN, Year of publication, Unit price, Quantity required, Fund to be used.	
	h)	Generate a list of 'Rejected titles' sorted by supplier and showing the Title, ISBN, Unit price, Reason for non-selection, Import and 'Selection' dates.	
B.3.		FUND MANAGEMENT	
	a)	In order to monitor commitments and expenditure per fund	

		level, show how to view detailed expenditure for Jabavu's Province funds (by order and title).	
	b)	Show how to view a summary of expenditure for all Province expenditure across the four public libraries (Sandton, Ennerdale, Jabavu, Programmes).	
B.4.		**MULTIPLE COPY ORDERS** i.e. where multiple copies of the same title are ordered for several libraries, and utilising different funds for each library. Create an order for a Children's fiction title and order the following copies: – 2 copies for Sandton Library (COJ funds) – 10 copies for Programmes Office (Province funds) – 5 copies for Programmes Office (COJ funds) – 2 copies for Ennerdale Library (Province funds)	
B.5.		**MULTI-VOLUME ORDERS** Create an order for a six-volume encyclopedia title and order a full set each for Sandton, Jabavu and Ennerdale Libraries.	
B.6.		**REAL-TIME INTEGRATION** Show what the above new order records look like from the Cataloguing and Circulation modules.	
B.7.		**RECEIPT OF ITEMS AND INVOICES** Show how delivered items are received on the system, how invoices are processed, and payments are recorded.	
B.8.		**REPORTS / MONITORING** Show how to view a list of current orders, detailing title, quantity, order number, library allocation, supplier, unit price, fund.	
C.	**CATALOGUING AND AUTHORITY CONTROL**		
C.1.		**ORIGINAL CATALOGUING** Create an original non-fiction catalogue record, and show how authors, subjects, series, are validated against the authority indexes.	
C.2.		**HOLDINGS / ITEMS** Link multiple holdings to a bibliographic record to show system-delivered and additional user-defined item fields, including those required for GRAP compliance:- – Unique Item Identifier (barcode) – Library – Sublocation (e.g. Stacks) – Item type, e.g. Adult non-fiction, Large-print fiction, Children's fiction, DVD, Reference – Price – Status, e.g. Available, Missing, Weeded – Item entry date / created date – Source of funds	

	– Broad category – Condition – Useful life – Valuation date (for heritage assets) – Current value	
C.3.	REAL-TIME INTEGRATION Show how the newly created record can be searched for / retrieved via Catalogue search / Discovery platform immediately upon saving the record.	
C.4.	CATALOGUING TEMPLATES	
	a) Show the different MARC templates for different categories of information resources (e.g. fiction, non-fiction, audio-visual, art works, artefacts, maps). These can be as delivered, or, show how they can be user-defined.	
	b) Show the templates for the different levels of bibliographic records (Brief, OPAC, Full). These can be as delivered, or, show how they can be user-defined	
C.5.	COPY CATALOGUING Show how the Copy Cataloguing process works.	
C.6.	IMPORT BIBLIOGRAPHIC / AUTHORITY RECORDS Show how to import / download bibliographic and authority records from an external online Cataloguing service, e.g. OCLC.	
C.7.	GLOBAL / BATCH MODIFICATION	
	a) Show how to make a 'global' change to a batch of selected bibliographic records (e.g. add a General Note to all Reference items in Ennerdale Library).	
	b) Show how to make a global change to a subject heading so that it reflects on all linked bibliographic records.	
	c) Show how to modify a batch of item records (global modification), e.g. Change Weeded status to Discard.	
C.8.	HIDDEN / SHADOWED RECORDS AND ITEMS Show how bibliographic and item records can be visible in the Staff Catalogue search module, but 'hidden' in the public discovery platform, based on library, location, status, price, or user defined field such as Heritage value, etc.	
C.9.	SEE / SEE ALSO REFERENCES Show how See References are created and managed within the Cataloguing / Authority module and used within the Catalogue search / OPAC searching process.	
D. INTEGRATED GRAP17 AND GRAP103 FUNCTIONALITY		
D.1.	NEW ACQUISITIONS LIST Show how a list of new acquisitions for the current financial year	

	can be generated, saved, and opened in Excel. The list should be sorted by Title and include the following fields:- − Item ID − Title : subtitle − Author − Library − Shelf number / Call number − Item type, e.g. Adult non-fiction, Large-print fiction, Children's fiction, DVD, Reference − Useful life − Source of funds − Price − Current value − Status, e.g. Available, Missing, Weeded − Condition − Sublocation (e.g. Stacks) − Item entry date / created date	
D.2.	IMPORT ITEM DATA Import a file with new data (e.g. Current item value and Remaining Useful life) where the new data is added to the existing item file if the field is blank or replaces the existing 'Current item' and 'Remaining useful life' values. No other item fields must be altered.	
E. MEMBERSHIP / LIBRARY USER MANAGEMENT		
E.1.	Show how a membership record is created, modified and deleted and show that all fields required by the library are included, i.e. − Library membership number − Name and surname − ID number (or passport) − Date of birth − Registration library − Membership type / category − Provision for 3 addresses − Provision for 3 contact numbers − Email address − Membership status − Parent / Guardian details − Date created − Staff ID (who entered the record) − Staff ID (last modified) − Membership Expiry date − Messages (staff and public) − Areas of interest (Tags) for SDI and customised notifications − Current and completed eLearning courses / Events attended	

		− Minimum of two (2) additional library-defined statistical category fields, e.g. Broad category (Adult, Juvenile, Organisation) and Activity status (Active, Inactive, Deceased)	
	E.2.	RECORD OF TRANSACTIONS / FINES Show how current and past transactions are displayed in the membership record:-	
		a) Current items on loan (showing title, date issued, due date)	
		b) Loan / borrowing history of the member	
		c) Details of Fees (Outstanding and paid)	
	E.3.	ONLINE MEMBERSHIP REGISTRATION	
		a) Show how a customisable registration form is accessed via the online discovery platform.	
		b) Show how the registration form is completed and submitted by the user (including the uploading of required documents, i.e. Copy of ID and Proof of Residence).	
		c) Show how the membership record is retrieved (with associated copy of ID and Proof of residence), verified, processed and saved by staff and then displayed within the Circulation module of the ILS.	
F.	**USER NOTIFICATIONS**		
	F.1.	OVERDUE NOTICES Show how to generate and send overdue notices via email and sms.	
	F.2.	OTHER NOTICES Show other notices that can be sent to the member, e.g. Items that are due shortly, Reservation collection notices, etc.	
G.	**CIRCULATION**		
	G.1.	ISSUES	
		a) Issue items to an expired member to show how the member alert option is displayed, and allows staff to renew the membership.	
		b) Issue items that have been recorded as missing.	
		c) Issue an item that has been loaned from another branch (Inter-branch issue).	
		d) Show how the real-time 'on loan' status of issued items is displayed in the OPAC.	
	G.2.	USER ALERTS	
		a) Try to issue an audio-visual item to a Child member (LIS loan policy does not allow Children to borrow audio-visual items).	

	b)	Issue items to a member with outstanding fees and show the alert and how the fees can either be held over to next time or paid.	
G.3.		IN-HOUSE USAGE	
	a)	Show how staff can scan items that have been used by the public within the library.	
	b)	Generate a report showing the in-house usage statistics per library.	
G.4.		RETURNS	
	a)	Show how to process Fine free returns (e.g. during a fine amnesty period).	
	b)	Return an item from a borrower that belongs to another branch, where the staff member is alerted to redirect the item to the owning branch.	
	c)	Return an item with reservations against it.	
	d)	Show how to print / send a transaction receipt for the user after items have been returned.	
G.5.		RENEWALS	
	a)	Show how the system blocks a further item renewal after the maximum number of renewals for an item has been reached (LIS limit is 3 seen and 2 unseen renewals).	
	b)	Show how the system processes successful and unsuccessful renewals and show how a receipt / notification is sent to the user.	
G.6.		RESERVATIONS	
	a)	Show how a library can place a reservation for a member for a book that is currently on loan.	
	b)	Show how a library can place a reservation for a book that is located at another library.	
G.7.		CASH MANAGEMENT / PAYMENT OF FEES	
	a)	Show how Reasons for waiving fees are configured.	
	b)	A member is returning 3 overdue books. Return the first overdue item and waive the fine with a reason "Staff error" showing how the system prompts and records the staff ID.	
	c)	Return the second overdue item and pay the fine.	
	d)	Return the third overdue item and do not pay the fine.	
	e)	Show how the above financial transactions are recorded and displayed in the membership record.	
	f)	Another member has outstanding overdue fines of R30 on two books and also outstanding audio-visual subscription	

	fees of R50. Show how the member can pay the subscription fee only.	
	g) Generate a report showing details of fees raised, paid, waived, etc. for a single branch sorted by the dates of the transactions.	
G.8.	LOST / LOST AND PAID Make an item lost and show how this is recorded on the member's record and that no further fines are accrued.	
G.9.	DEFAULTED ITEMS Show how items more than 60 days overdue are automatically defaulted, and a block put on the members' record preventing further issues to defaulted members.	
G.10.	CIRCULATION BLOCKS / ALERTS	
	a) Show how different circulation blocks are configured on the ILS, e.g. − Maximum loan limit reached − Non-circulating item − Maximum renewals limit reached	
	b) Show how the maximum loan block can be overridden by an authorised staff member.	
G.11.	TRANSACTION LOGS	
	a) Show how to view the circulation history for an individual item.	
	b) Show how to view the loan history of a member – either displayed on screen or downloaded for users.	
G.12.	INTER-BRANCH ISSUES	
	a) Show how the ILS allows Jabavu Library to issue an item to Ennerdale library in order to issue that item to a member at Ennerdale.	
	b) Show how the system alerts the staff at Ennerdale when the item is returned from the member, to send the book back to Jabavu Library.	
H. OFF-LINE CIRCULATION		
H.1.	Show how a library can issue, renew and return items in the Off-line module.	
H.2.	Show how the off-line transactions are automatically uploaded and processed when the connection to the ILS is restored, including showing how any transactions requiring an override are processed, e.g. maximum issues exceeded.	
H.3.	Generate the system report (per library) of all unprocessed transactions, e.g. member / item not found.	

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

I.	**STOCK MANAGEMENT AND INVENTORY CONTROL**	
I.1.	Show how to easily view the current status of an item, i.e. On loan, on shelf, in transit from one library to another, on order, in process, etc.	
I.2.	Show how multiple stock takes can be set up simultaneously.	
I.3.	Set up a stock take for the Children's collection of the Jabavu Library, showing how items that are on loan or are not expected to be in the library (weeded, discarded) can be excluded from the stock take.	
I.4.	Using a standard hand-held barcode scanner such as those already used in the COJ libraries:	
	a) Show how the verification process can be done.	
	b) Show how the staff is alerted to items that are not recorded as 'on the shelf', i.e. on loan, missing, lost, as well as items belonging to other libraries / institutions.	
I.5.	Generate an exception list of items not found during the completed inventory, with the results to be sorted in a library-defined order, for example – by Call number then by Title, then by Unique Item barcode / tag number.	
I.6.	Show how a stock take can be done using an RFID-enabled portable scanning device.	
J.	**CATALOGUE SEARCH (STAFF CLIENT)**	
J.1.	Demonstrate how the staff Catalogue searching interface works consistently across all staff modules (cataloguing, acquisitions, circulation, etc.)	
J.2.	Show how searches can be filtered and restricted:-	
	a) By adding further indexed search terms using Boolean search identifiers	
	b) By item format / material type	
	c) By Library or Group of libraries	
	d) By Catalogue / Database (in-house catalogue only or include external databases)	
J.3.	Show how the search result set includes resources from multiple collections, i.e. main catalogue, digital collection, etc.	
J.4.	Show how the result set can be re-sorted by the user, e.g. Default order may be by title, staff wish to re-sort by Publication date.	
J.5.	Show how the displayed bibliographic record can be seamlessly modified by authorised staff members.	
K.	**ONLINE PUBLIC DISCOVERY PLATFORM**	
K.1.	Show the different public interfaces for the Adult and Children's	

	platforms.	
K.2.	Show how the Single search functionality on the Discovery platform retrieves a single results list from multiple linked catalogues / databases, i.e. from the book catalogue, journal articles from a 3rd party eResource, scanned documents from the Library digital collections.	
K.3.	Show how a multi-volume encyclopedia work is displayed in the Discovery platform.	
K.4.	Show the different feature areas of the Discovery platform, which are as delivered or can be customised as per LIS requirements, e.g. Content enrichment (book covers and reviews), Library Notice board, Reading lists, Popular reads, etc.	
K.5.	Show how the Library can customise and add links to the Discovery platform to other collections or applications, e.g. online resources, event calendars, etc.	
K.6.	Show how a registered member can log in to their library account – display current items on loan, view outstanding fines, renew items, submit requests or suggestions.	
L.	**REPORTS AND DATA ANALYTICS DASHBOARD**	
L.1.	REPORTS - GENERAL	
	a) Show how to schedule a statistics report to run at the end of each month, e.g. Number of issues per branch.	
	b) Show how library staff can create a new Cataloguing report template to count the number of new books catalogued in a specific month. The report should give sub-totals per Item type. Item type examples are: Adult fiction, Non-fiction, Reference, Children's fiction, children's non-fiction, Large print fiction, etc.	

	c) Generate a report of Items despatched from Cataloguing for Sandton Library, listed in Title order and showing:
	   – Item ID
	   – Title / Author
	   – Call / Shelf number
	   – Library
	   – Date despatched	

L.2.	REPORTS – DISCOVERY PLATFORM Generate the following Discovery platform reports:	
	a) Counts per day / month of Unique users and page hits.	
	b) A list of the Most popular services / features accessed.	
L.3.	DASHBOARD	
	a) Show the dashboard for a Cataloguing manager, which includes the following:	

− Graph showing Number of items catalogued per staff member in the last month
    − Graph showing Number of new donations catalogued per month over the last 12 months
    − Graph showing Percentages of budget spent per vote / fund
    − Link to Acquisitions supplier contact list		

b)   Show how the Dashboard can be customised to show the following elements:
    − Graph showing Number of new members joined per month over the last 12 months;
    − List of Top 20 most popular fiction titles
    − List of 10 most recently received 'User requests'
    − Issue statistics per branch for the last month		

c) Show how the Dashboard user can easily create a new report showing the following (or similar report): Number of new user requests received and resolved, sorted by type of request (e.g. new membership, request to purchase, library complaint, reference enquiry).		
M. SYSTEM AND USER ADMINISTRATION		
M.1. Show how the system only requires staff to log in once but then gain access to multiple sub-functions / modules.		

M.2.   Show how the system restricts access to some functionality or modules to authorised staff only, e.g.
    − Maintenance reports should only be accessed by the system administrator
    − Circulation staff can only modify item records from their own library and cannot modify bibliographic records
    − Junior circulation staff cannot waive fines		

M.3. Show how staff access can be set for specific modules and functions within each module, e.g. A junior cataloguer can add and modify bibliographic and items records but cannot create new authority records nor do global bibliographic and item changes.		
M.4. Demonstrate the online ILS Help functionality and documentation.		
Maximum points **NB: FAILURE TO MEET ANY OF THE ABOVE MANDATORY REQUIREMENTS WILL RESULT IN THE BIDDER SCORING ZERO (0) POINTS. THIS SECTION IS CRITICAL AS IT MEASURES THE MAJOR COMPONENT OF THIS TENDER, BEING THE ABILITY TO RENDER THE SERVICES AND GOODS AS STATED ABOVE. THE BIDDERS NEED TO FULLY MEET THE COJ EXPECTATIONS IN THIS SECTION.**	**50**	
3. PART THREE - ADDITIONAL SYSTEM DEMONSTRATION	**Success-fully**	**Points value**	**Score**

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

	demons-trated (Y/N)		
A. DIGITAL CONTENT AND E-RESOURCES MANAGEMENT		1	
• Show briefly how digital content (e.g. scanned documents, training videos, etc.) can be stored, catalogued / tagged and retrieved and downloaded via the Discovery platform.			
B. E-LEARNING CONTENT AND LEARNER MANAGEMENT		1	
• Show how eLearning courses are created and course material is assigned.			
• Show how a learner can register as a library member, search for and select a course, download content and submit / upload completed assignments.			
• Show how the instructor can mark submitted assignments and allocate scores, and how the learner can download their certificate once the course is completed successfully, e.g. First Aid theory course.			
C. EQUIPMENT AND FACILITY BOOKINGS		1	
• Show how a registered library user can book one of Jabavu Library's public-use computers for a specific date and time.			
D. CUSTOMER ENGAGEMENT AND ONLINE EVENT HOSTING		1	
• Show how the Programmes Office can create a Book launch event at Ennerdale Library, promote the event to registered library members, manage the responses and maintain a register of event attendees.			
E. ACQUISITION OF SERIAL PUBLICATIONS		1	
• Briefly show the process for ordering a monthly serial publication, and how to track the receipt of each issue.			
Maximum points		5	
TOTAL: SYSTEM REQUIREMENTS DEMONSTRATION (PARTS 2 AND 3)	55		
TOTAL: FUNCTIONALITY	100		

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9   PRICING SCHEDULE

A. PHASE 1 REQUIREMENTS		
A.1.	**PHASE 1 APPLICATION SOFTWARE**	**Total Price (Rands)**
	<u>Once-off costs inclusive of the following:</u> Monograph Acquisitions (including Selection) Cataloguing and Authority control Membership Circulation Off-line circulation Inventory and Stock management Standard reports User notifications System administration Catalogue search for staff OPAC and Discovery platform Data analytics dashboard	
	TOTAL	**R**
A.2.	**PHASE 1 IMPLEMENTATION**	
	<u>Once-off costs inclusive of the following:</u> Project Management (Phase 1 requirements) Server configuration and installation Application / database configuration and installation Training of at least 100 staff members, including training manuals	
	TOTAL	**R**
A.3.	**PHASE 1 DATA MIGRATION**	
	Data migration as per Scope of work	
	TOTAL	**R**
A.4.	**PHASE 1 ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
	Year 1	R
	Year 2	R
	Year 3	R
	TOTAL	**R**

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

B. RFID / EM HYBRID SECURITY SYSTEM	
B.1. **RFID / EM SECURITY SOLUTION HARDWARE**	**Total Price (Rands)**
Supply, delivery and installation of RFID / EM Hybrid Security systems for 15 libraries, with an estimated stock of 1 million items. Security systems must be delivered and installed at each of the libraries specified in Annexure B. Quantities are not limited to numbers indicated above.	
RFID / EM hybrid gates	R
RFID / EM Staff stations	R
RFID Conversion / tagging stations	R
EM Sensitizing / Desensitizing stations	R
EM Security strips	R
RFID passive tags	R
RFID handheld mobile scanners (10 units)	R
TOTAL	**R**
B.2. **RFID / EM SECURITY SOLUTION IMPLEMENTATION**	
Implementation cost at 15 libraries inclusive of the following: Project management RFID / EM System software, configuration and ILS integration Training of 50 staff members, including training manuals	
TOTAL	**R**
B.3. **RFID / EM SYSTEM ANNUAL SOFTWARE LICENCE, MAINTENANCE AND SUPPORT FEES**	
Year 2 (Hardware carries 12-month warranty)	R
Year 3	R
TOTAL	R

PHASE 2 AND 3 REQUIREMENTS, TO BE IMPLEMENTED IN YEARS 2 AND 3 OF THE CONTRACT

C. DIGITAL CONTENT AND ERESOURCES MANAGEMENT	
C.1. **DIGITAL CONTENT AND ERESOURCES APPLICATION**	**Total Price (Rands)**
Implementation cost, inclusive of the following: Supply, installation and configuration of Application software Project management Training, including training documentation for 20 staff members	
TOTAL	**R**
C.2. **DIGITAL CONTENT AND ERESOURCES ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
Year 2	R
Year 3	R
TOTAL	**R**

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

D.	ELEARNING CONTENT AND LEARNING MANAGEMENT SYSTEM (LMS)	
D.1.	**ELEARNING CONTENT AND LMS APPLICATION**	**Total Price (Rands)**
	Implementation cost, inclusive of the following: Supply, installation and configuration of Application software Project management Training, including training documentation for 20 staff members	
	TOTAL	**R**
D.2.	**ELEARNING CONTENT AND LMS ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
	Year 2	R
	Year 3	R
	TOTAL	**R**

E.	EQUIPMENT / FACILITY BOOKINGS	
E.1.	**EQUIPMENT / FACILITY BOOKINGS APPLICATION**	**Total Price (Rands)**
	Implementation cost, inclusive of the following: Supply, installation and configuration of Application software Project management Training, including training documentation for 20 staff members	
	TOTAL	**R**
E.2.	**EQUIPMENT / FACILITY BOOKINGS ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
	Year 2	R
	Year 3	R
	TOTAL	**R**

F.	GRAP103 CAPITALISATION OF HERITAGE ASSETS	
F.1.	**GRAP103 CAPITALISATION OF HERITAGE ASSETS APPLICATION (ONCE-OFF COSTS)**	**Total Price (Rands)**
	Implementation cost, inclusive of the following: Additional configuration of ILS application Project management Professional services (policies, valuation, etc.) Data migration of existing Heritage register (pdf files of 10,000 items) Training, including training documentation for 10 staff members	
	TOTAL	**R**

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

G. CUSTOMER ENGAGEMENT AND ONLINE EVENT HOSTING		
G.1.	**CUSTOMER ENGAGEMENT AND EVENT HOSTING APPLICATION**	**Total Price (Rands)**
	Implementation cost, inclusive of the following: Supply, installation and configuration of Application software Project management Training, including training documentation for 10 staff members	
	TOTAL	R
G.2.	**CUSTOMER ENGAGEMENT AND ONLINE EVENT HOSTING ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
	Year 2	R
	Year 3	R
	TOTAL	R

H. SELF-SERVICE CIRCULATION		
H.1.	**SELF-SERVICE CIRCULATION HARDWARE AND APPLICATION**	**Total Price (Rands)**
	Implementation cost, inclusive of the following: Supply, delivery and installation of Self-service stations for 5 libraries Supply, delivery and installation of Smart book-drops for 5 libraries Supply, installation and configuration of Application software Project management Training, including training documentation for 10 staff members	
	TOTAL	R
H.2.	**CUSTOMER ENGAGEMENT AND ONLINE EVENT HOSTING ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES**	
	Year 2	R
	Year 3	R
	TOTAL	R

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I. ACQUISITIONS OF SERIAL PUBLICATIONS	
I.1. ACQUISITIONS OF SERIAL PUBLICATIONS APPLICATION	**Total Price (Rands)**
Implementation cost, inclusive of the following: Supply, installation and configuration of Application software Project management Training, including training documentation for 10 staff members	
TOTAL	**R**
I.2. ACQUISITIONS OF SERIAL PUBLICATIONS ANNUAL LICENCE, MAINTENANCE AND SUPPORT FEES	
Year 2	R
Year 3	R
TOTAL	**R**

J. ANY OTHER CATEGORY / COSTS NOT INCLUDED ABOVE	**Total Price (Rands)**
TOTAL (excl. VAT) – OTHER CATEGORIES / COSTS	**R**

TERMS OF REFERENCE TO APPOINT A SERVICE PROVIDER TO SUPPLY, INSTALL, MAINTAIN AND SUPPORT AN OFF-THE-SHELF INTEGRATED LIBRARY SYSTEM APPLICATION AND ASSOCIATED TECHNOLOGIES FOR USE IN LIBRARIES THROUGHOUT THE CITY OF JOHANNESBURG FOR A PERIOD OF THREE (3) YEARS.

ILS COST SUMMARY	TOTAL PRICE (Rands)
A.1. PHASE 1 APPLICATION SOFTWARE	R
A.2. PHASE 1 IMPLEMENTATION	R
A.3. PHASE 1 DATA MIGRATION	R
A.4. PHASE 1 REQUIREMENTS – ANNUAL FEES	R
B.1. RFID / EM HYBRID SECURITY SYSTEM HARDWARE	R
B.2. RFID / EM HYBRID SECURITY SYSTEM IMPLEMENTATION	R
B.3. RFID / EM HYBRID SECURITY SYSTEMS – ANNUAL FEES	R
C.1. DIGITAL CONTENT AND ERESOURCES MANAGEMENT	R
C.2. DIGITAL CONTENT AND ERESOURCES – ANNUAL FEES	R
D.1. ELEARNING CONTENT AND LEARNER MANAGEMENT	R
D.2. ELEARNING CONTENT AND LMS – ANNUAL FEES	R
E.1. EQUIPMENT / FACILITY BOOKINGS	R
E.2. EQUIPMENT / FACILITY BOOKINGS – ANNUAL FEES	R
F.1. GRAP103 CAPITALISATION OF HERITAGE ASSETS	R
G.2. CUSTOMER ENGAGEMENT AND ONLINE EVENTS	R
G.1. CUSTOMER ENGAGEMENT AND ONLINE EVENTS – ANNUAL FEES	R
H.1. SELF-SERVICE CIRCULATION (RFID-BASED)	R
H.2. SELF-SERVICE CIRCULATION (RFID-BASED)	R
I.1. ACQUISITIONS OF SERIAL PUBLICATIONS	R
I.2. ACQUISITIONS OF SERIAL PUBLICATIONS	R
TOTAL EXCLUDING VAT	**R**
VAT	**R**
TOTAL INCLUDING VAT	**R**
K. OTHER CATEGORIES / COSTS	R

10 PREFERENTIAL GOALS

PRICING		80
PREFERENTIAL GOALS		**20**
GOAL 1: DESIGNATED GROUP	**MEANS OF VERIFICATION**	
MAXIMUM POINTS FOR GOAL 1 IS 10 POINTS		
Business owned by 51% or more – Black People	CSD and ID copies for Director/s	**10 points**
TOTAL POINTS		
GOAL 2: SPECIFIC GOALS	**MEANS OF VERIFICATION**	
MAXIMUM POINTS FOR GOAL 2 IS 10 POINTS		
Subcontracting to business owned by designated groups (10% of the value contract).	Signed subcontracting agreement	**10 points**
TOTAL POINTS		

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11 RETURNABLE DOCUMENTS APPLICABLE TO ALL

a) Valid one-time pin (OTP) for tender issued by South African Revenue Services (SARS). Each Joint Venture member should submit own OTP.

b) Recent Municipal rates and taxes for company and all directors not in arrears for more than 90 days or an affidavit or lease agreement not older than three (3) months (if in arrears, must provide proof of acknowledgement to debt the account with the relevant Municipal Revenue Department).

c) Completed and signed MBD forms.

d) Completed and signed form of bid.

e) Completed and signed declaration of State of Municipal Account.

f) Proof of registration on the National Treasury Central Supplier Database or copy of CSD report or M-AAA number.

g) Completed City of Johannesburg pricing schedule in full.

h) Joint Venture agreements, where applicable.

i) Audited Financial Statements for the past 3 years by companies required by law to do so or independently reviewed financial statements.

j) Company registration (CK) and company profile completed in full, with organogram outlining entire project and staff roles

k) ILS implementation plan, inclusive of timelines of key milestones, change management and training plan, data migration plan, asset management implementation plan and risk mitigation plan.

l) Letters of reference, on the client libraries' letterheads, signed by the authorised signatory (bidders to refer to Annexure C for reference letter template).

m) ILS System architecture design document including details of the system requirements, operating environment, system architecture, files and database design. The logical architecture diagram must describe the components and relationships between the architectural components that depicts the design intent, the business objectives, including the technology, functional components and required capabilities (e.g. security, electronic forms, etc.)

n) Letter(s) from social responsibility beneficiary/ies including evidence of activities / financial contributions.

o) Certification on ILS owner's letterhead stating that they are the developers and sole supplier of the ILS, or, if the bidder is a distributor, a Certification on the ILS owner's letterhead stating that they are the developers of the ILS <u>and</u> that the bidder is an authorised seller / distributor for the ILS.

p) ISO 27001 (IT Information Security) and ISO 22201 (Business Continuity Management) compliance certificates.

12 DISQUALIFICATION CRITERIA

a) Failure to attend the Compulsory Briefing Session and sign on the attendance register.

b) Failure to complete and sign the form of bid in full.

c) Failure to complete the City of Johannesburg pricing schedule in full.

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d) Failure to attach a letter with a Company letterhead confirming errors or alteration in the pricing schedule.

13 CONDITIONS OF AWARD

Notwithstanding the bidder's proposal being recommended for award, an award shall not be made:

a) To a bidder whose tax matters are not in order, as confirmed in terms of the National Treasury's Centralised Supplier Database (CSD) and SARS.

b) If the bidder's Municipal Rates and Taxes and that of its Directors are in arrears for more than ninety (90) days, and there are no arrangements made with the relevant Municipality.

c) If the Directors and Principal members are in the Service of the State as defined in Regulation 1 of the Municipal Supply Chain Management Regulations.

d) If the name of the bidder or that of its Directors appear on the National Treasury's database of Restricted Suppliers.

e) If the bidder's audited financial statements do not satisfy the financial analysis from National Treasury.

f) If the successful bidder cannot provide proof of a Local Support Office which is physically located and registered as a company in South Africa.

14 SPECIAL CONDITIONS

The following special conditions will apply:

a) If the bidder fails to deliver as per their response in line with their rollout period, the bidder will be liable for all financial implications incurred beyond the proposed delivery period until the project completion.

b) The successful bidder must provide a project closure report, project completion certificates and all documents required by COJ Project Management Office.

c) The successful bidder must provide to the City all passwords, documents and information relating to the project.

d) The successful bidder will be required to attend COJ Project meetings at COJ.

e) The successful bidder will be required to install, configure and deploy the system within the premises of COJ, not remotely.

f) The successful bidder must adhere to COJ standard processes, policies and procedures.

g) The City reserves the right to award the BID in full, partially or not at all.

15 SUBMISSION OF BIDS

Bidders must submit one (1) original of the bid, and one (1) USB memory stick containing electronic copies of all the bid documents.

16 REQUEST FOR FURTHER INFORMATION

All requests for further information must be submitted in writing by email to the project administrator on the address furnished below.

Ms Karen Naude.
E-mail address: KarenN@joburg.org.za

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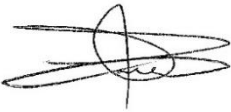
17 COMPULSORY BRIEFING SESSION

Venue: TBC
Date: TBC
Time: TBC

RECOMMENDED / ~~NOT RECOMMENDED~~

06/04/2023

DIRECTOR: LIBRARY AND INFORMATION SERVICES   Date
CHAIRPERSON: ILS BID SPECIFICATION COMMITTEE
Ms N. Mpendulo

APPROVED / NOT APPROVED

12/04/2023

CITY MANAGER   Date
Mr F. Brink