



in the footprints ...

NELSON MANDELA MUSEUM

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APPOINTMENT OF A SERVICE PROVIDER FOR THE DIGITIZATION OF THE NELSON MANDELA MUSEUM COLLECTIONS AND SETUP OF ARCHIVAL DIGITAL REPOSITORY FOR A PERIOD OF FIVE (5) YEARS.

NMM-2023-02

TERMS OF REFERENCE

1. BACKGROUND

The Nelson Mandela Museum (NMM) is a not-for-profit institution established by the government of South Africa as an agency of the National Department of Sports, Arts and Culture. It was established as part of a portfolio of legacy projects that seek to transform the heritage landscape from our apartheid past. At the same time, it is a resource for promoting economic development through tourism in an impoverished region of the country. The Museum primarily houses collections of gifts to the nation given by Nelson Mandela to the Museum to share his legacy with the nation.

The mandate of the Nelson Mandela Museum is to preserve and promote the legacy of Nelson Mandela, and one of its main strategic goals is to improve the Museum's public profile and access. This mandate is executed through the Museum's two main facilities, the Qunu Youth and Heritage Centre and the Bhunga Building in Mthatha CBD. The Bhunga Building doubles as the administrative office of the Museum.

2. PURPOSE

Nelson Mandela Museum (NMM) invites proposals from suitable, qualified service providers, demonstrating successful experience in the digitization of the Museum's collections, to facilitate the NMM's goal of ensuring that its collection is properly preserved, well documented, accessible, and researchable, as well as setting up of archival digital repository for the Nelson Mandela Museum at Bhunga Building in Mthatha.

3. PROJECT BACKGROUND

The Nelson Mandela Museum wants to digitize its collections to preserve the digitized collection for the long-term and make the collection and its associated metadata available to the public at large through an online digital repository system.

The Nelson Mandela Museum collection includes but is not limited to musical instruments, garden tools, utensils, ornaments, clothing items, decorative artefacts, medallions-coins, struggle memorabilia, national orders, sculptures, art, sporting artefacts, photographs, certificates and awards.

Furthermore the remainder of the 80% of the collection must be digitized between year 2 and year 5 of the project, on an as and when basis, as required by the Nelson Mandela Museum.

The collection comprises of wristwatches, medals, national orders, books, letters, sports kits, cufflinks, drums, paintings, portraits, postcards, greetings cards, t-shirts, flags, plaques, skin items, certificates, clothing items (e.g. academic gowns, trousers, caps, shirts), games, sculptures, awards jewellery, utensils, wall maps, maps, cassettes and LP's, photographs, pottery items, leather bags and ornaments, shoes, photo albums, gardening tool, a replica of Robben Island cell pens, baskets, artworks, musical instruments, furniture, feathers, blankets and rugs.

4. SCOPE OF THE SERVICE REQUIRED

Nelson Mandela Museum is looking at appointing a service provider that will be responsible for the digitization of its museum collections and the set-up of an archival digital repository for the NMM as per the requirements below:

- In collaboration with Museum staff, carry out an on-site digitization project of the collections in line with project management, imaging and metadata best practices.
- In collaboration with Museum staff, set up a workflow for the digitization project that ensures the artefacts are handled with the care appropriate for a historical collection. The service provider should have a proven track record of dealing with such rare and fragile materials, including a range of items.
- Provide the necessary digitising equipment or devices, associated IT resources, and human resources for the digitising of the collection on-site at the Museum or area provided for the project. Undertake the capturing of the collection in line with internationally accepted standards for file quality and colour fidelity, including capturing material on capture devices that can produce 16-bits per colour channel and, where necessary capturing at multiple focus points and focus stacking the processed file to produce digitized facsimiles that are fully in focus from the front of the object to the back. The service provider must have a demonstrable track record of capturing at the Metamorphize Strict standard for flat objects and must provide independent verification that the files are being captured in conformance with this standard. They must also have demonstrable experience in capturing 3D objects and a means of verification for quality and colour balance.
- Carry out the conservation protocol, file naming, file processing, cataloguing and associated metadata descriptions of the digitised files utilizing open metadata standards appropriate for the collection to be digitized.

- Facilitate and manage the storage of raw and processed digital files on appropriate media and provide cloud-based storage for such files. Archive processed and enhanced or enriched Master Files into a Digital Repository. Provide Access Files for all archived files within the Digital Repository. The service provider is expected to deliver archival-quality files with embedded metadata using open metadata standards on hard drives to the Nelson Mandela Museum so that the Museum has a complete copy of the material.
- Set up an archival digital repository system for long-term digital preservation of the digitized material. The system must conform closely to international standards for long-term archiving of digital media (OAIS). It must also be able to provide access to the digital files by the public in a secure manner, including the management of user rights to the material.
- The service provider is also expected to train staff at the Nelson Mandela Museum in the use of the system such that they can manage users and the needs of the users while safeguarding the integrity of the archive.
- The appointed service provider will be required to render all the services that they provide to the NMM from the NMM's physical location. Bhunga Building will become the digitization base, and no museum object shall be allowed to be removed physically from the premises of the NMM as this is an on-site service.

5. TERMS AND CONDITIONS

- All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by each respective service provider. NMM is not liable to pay such costs and expenses or to reimburse or compensate service providers in

the process under any circumstances, including the rejection of any proposal or the cancellation of this project.

- NMM reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- NMM will require qualifying bidders to present and discuss their proposals in person.
– either at a physical or virtual forum.
- NMM reserves the right not to make any appointment from the proposals submitted.
- Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of NMM.
- Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any potential conflict of interest. It is important that bidders declare their conflict of interest through the completion of relevant attached forms.
- NMM reserves the right not to consider further any bid where such a conflict of interest exists or where such a potential conflict of interest may arise.
- Any and all project proposals shall become the property of NMM and shall not be returned.
- The bid offers and proposals should be valid and open for acceptance by NMM for a period of 120 days from the date of submission.

- NMM reserves the right not to award the bid to the bidder that scores the highest points. Disputes that may arise between NMM and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- In addition to adherence to the specific terms and conditions of proposals provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract, an original signed copy of which must be submitted together with all other bid documentation.
- All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- The successful bidder will be subject to the supplier clearance process as prescribed by the National Treasury. This process includes verification of the supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- After the successful service provider has received the appointment letter, they must be able to deliver in full compliance with South African approved standards and in compliance with the specifications provided.

6. ACCOUNTABILITY

The service provider will be accountable to and under the direction of the CEO of the NMM in the performance of the assigned duties.

7. PRICING INSTRUCTION

- The appointment of a service provider for the digitization of the Nelson Mandela Museum collections and set up of archival digital repository must be rendered as per the requirements of the NMM, and it must be invoiced on completion;
- The bid and the total price for digitization of the Nelson Mandela Museum collections and set up of archival digital repository may not be exceeded;
- Amounts due to the Service Provider shall be paid by the NMM within thirty (30) days of receipt of the invoice.
- The NMM reserves the right by giving written notice to the service provider to stop the works' progress at any time. Should the client exercise this right, the NMM will pay the service provider for work done and expenses incurred only up to the time that the notice was given.

8. RETURNABLE DOCUMENTS

Service providers are required to submit all the returnable documents together with their proposal. ***Failure to provide all the Compulsory Returnable Documents at the closing date and time of this RFP will result in a respondent's disqualification. Respondents are therefore urged to ensure that all these Documents are returned with their Proposals. Failure to submit the Supporting documents for functionality scoring will result in a scoring of zero.***

5.1 Compulsory Returnable Documents

- Duly signed & completed **SBD 1** Invitation to BID
- **SBD 2** Tax Clearance Requirements
- Duly signed & completed **SBD 3** Pricing Schedule
- Duly signed & completed **SBD 4** Declaration of Interests form.
- Duly signed & completed **SBD 6.1** Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- Duly signed & completed **SBD 7.2** Contract Form (Rendering Services).

- General Conditions of Contract
- Duly signed & completed **SBD 8** Declaration of Bidder's Past Supply Chain Management Practices.
- Duly signed & completed Duly signed & completed **SBD 9** Certificate of Independent Bid Determination.
- Proof of CSD registration

5.2 Supporting Returnable Documents (for functionality scoring)

- Company Experience
- Proof of Project Team Experience
- Proof of Team Leader Experience
- Project management approach and methodology

5.3 Essential Supporting Documents

Specif goals verification documents

6. APPLICABLE PREFERENCE POINTS ALLOCATION SYSTEM

(1) Points for this shall be awarded for:

- (a) Price; and
- (b) Specific Goals.
- (c) Where 80 points will be allocated for price and 20 points allocated for specific goals

(2) The following specific goals are applicable to all procurements of a transaction value above R2 000 and up to R50 000 000

- a. The NMM will utilize the following preference criteria ;
- i. Service providers within the OR Tambo region & Eastern Cape
 - ii. Historically Disadvantaged Individuals (Women, Youth and People living with disabilities)
 - iii. SMMEs

Specific Goals

Category		Sub-categories	Specific goals points	Verification documents
Local Supplier	5	OR Tambo supplier	5	CIPC Registration Certificate (CK) or Proof of residence
		Eastern Cape Supplier	4	
		Anywhere in South Africa	3	
		Non-South African	0	
Women-owned supplier	4	Black African Women	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Black African Women	2	
Youth Owned Supplier	4	Youth Owned (< 35-year-old persons)	4	CIPC Registration Certificate (CK) and CSD Report
		Non-Youth Ownership (> 35-year-old persons)	2	

People living with disabilities	3	People living with disabilities	3	CSD Report
Small Micro, Medium & Enterprises	4	SME – Owned by people with disability	4	CSD Report
		SME – Black owned	3	Sworn Affidavit (BBBEE Affidavit)
		SME – Other	2	

9. VALIDITY PERIOD

- Bid submissions **must** be valid for a period of 120 days.

10. EVALUATION CRITERIA

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to submit the stipulated compulsory returnable documents of the tender will automatically disqualify your tender on this phase.
- **Phase two:** The bid will be evaluated and adjudicated using the 80/20 system (80 for Price and 20 for Specif Goals). Functionality will be scored at a maximum of 100 points whereby the bidder must obtain a **minimum 80 points** to qualify for the financial evaluation according to the criteria captured in the table below:

CRITERIA FOR FUNCTIONALITY	BREAKDOWN OF POINTS	WEIGHT
<p>1. Company</p> <p>Experience in implementing similar projects.</p> <p>Bidders are required to submit signed reference letters on the recommending company's letterhead, the scope of work, and contactable references.</p> <p>No signed purchase orders and appointment letters will be accepted.</p>	<p>Proven experience in digitization</p> <p>(20 POINTS)</p>	40
	<p>5 or more signed reference letters =20 points</p>	
	<p>4 signed reference letters=15 points</p>	
	<p>3 signed reference points = 10 points</p>	
	<p>1-2 reference letters= 5 points</p>	
	<p>No reference letter submitted=0 points</p>	
	<p>Proven experience in setting up of digital archival repository.</p> <p>(20 POINTS)</p>	
	<p>5 or more signed reference letters =20 points</p>	
	<p>4 signed reference letters=15 points</p>	
	<p>3 signed reference points = 10 points</p>	

	1-2 reference letters= 5 points	
	No reference letter submitted=0 points	
1. Project Team Experience (A minimum of four personnel) Bidders must submit CVs of designated team members with experience in digitization and setting up of archival repository, as well as the number of projects completed.	Team members with 10 or more years'= 15	15
	6 -9 years' experience=10 points	
	3-5 years' experience =8 points	
	1- 2 years' experience= 5 points	
	Less than a years' experience=0 points	
	No proof of project team experience submitted=0 points.	
2. Project leader experience Bidders must provide a detailed CV of the team leader indicating experience in digitization and setting up of digital archival repository,		15
	Project leader with 10 or more years'= 15 points	
	6 -9 years' experience=10 points	
	3-5 years' experience =8 points	

as well as projects completed.	1- 2 years' experience= 5 points	
	Less than a years' experience=0 points	
	No proof of project team leader experience submitted=0 points	
3. Project management approach and methodology Bidders must submit a detailed project methodology approach outlining the project management methodology and project plan with implementation timelines with project completion.	Excellent project management approach and methodology=20 points	20
	Good project management approach and methodology=15 points	
	Average project management approach and methodology=10 points	
	Poor project management approach and methodology=5 points	
	No project management and methodology submitted=0	
4. Locality Bidders must furnish the Nelson Mandela Museum	Within OR Tambo region= 10 points	10
	Within the Eastern Cape= 8 points	

with proof of their company location.	Within South Africa= 6 points	
	Outside South Africa=0 points	
	No proof of company location submitted=0 points	
TOTAL	100	

11. COMPULSORY SITE INSPECTION

Bidders are required to attend a compulsory site inspection meeting, scheduled as follows:

Date: 17 November 2023

Time: 11:00

Venue: Bhunga Building

12. SUBMISSION OF TENDERS

The bid submissions must be returned to the **Nelson Mandela Museum, Bhunga Building, Corner Nelson Mandela Drive & Owen Street, Mthatha.**

- Service providers are requested to furnish the NMM with two copies of their submissions (an original and a copy).
- Submissions are to be deposited in the allocated Tender Box clearly marked with reference and this bid's title.

- NMM will not be responsible for any submissions placed in an incorrect box and submissions left with the security officers or any employee of the NMM, which may lead to the submission not deposited into the tender box by the closing date.
- NO LATE, FAXED OR EMAILED QUOTATIONS SHALL BE ACCEPTED.
- **CLOSING DATE FOR THE SUBMISSION OF PROPOSALS IS**
27 November 2023 @ 12:00

13. DISCLAIMERS

The NMM is not committed to any course of action as a result of its issuance of this bid document and/or its receipt of a bid in response to it. Please note that the NMM reserves the right to:

- modify the bid document's service(s) and request Respondents to re-quote on any changes;
- reject any bid submission which does not conform to instructions and specifications which are detailed herein;
- disqualify bids submitted after the stated submission deadline;
- not necessarily accept the lowest priced bid;
- cancel the tender

14. ENQUIRIES

All communications and enquiries/requests for clarification relating to this proposal should be directed to the contact person:

FOR BID ADMINISTRATION & SERVICE PROVIDER SPECIFICATIONS	
Ms M Mputa	
Tel: 047 501 9504	

Email: mihlali@nelsonmandelamuseum.org.za
SUPPLY CHAIN SPECIALIST
<i>Technical Enquiries:</i>
Mr T Mbedzi
Tel: 047 501 9511
Email: thabelo@nelsonmandelamuseum.org.za
Acting Senior Manager Heritage and Conservation

***All enquiries must be forwarded to the relevant NMM personnel by no later than 22 Novem
2023 @ 16:30.***



Dr Vuyani Boo

Chief Executive Officer
