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NOTICE TO SERVICE PROVIDERS

REQUEST FOR PROPOSAL (RFP): 50/2022 SUPPORT AND MAINTENANCE OF BIOMETRIC SYSTEM FOR A PERIOD OF FIVE YEARS

Date of Issue	Wednesday, 13 December 2022
Closing Date:	Monday, 30 January 2023 at 11h00 am
Compulsory Briefing Session	Wednesday, 11 January 2023 at 11h00 am Link: https://tinyurl.com/p5yuyzfv
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1. DISCLAIMER

- 1.1. The information contained in this Request for Proposal document (**RFP**) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Legal Aid South Africa, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided. The information contained in this document is confidential in nature. The bidders shall not share this information with any other party not connected with responding to this RFP.
- 1.2. This RFP is not an agreement or an offer by Legal Aid South Africa to the prospective bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. Though this RFP has been prepared with sufficient care to provide all required information to the potential bidders, they may need more information than what has been provided. In such cases, the potential bidder is solely responsible to seek the information required from Legal Aid South Africa. Legal Aid South Africa reserves the right to provide such additional information at its sole discretion.
- 1.3. Legal Aid South Africa and its employees make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulation, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this selection process.

- 1.4. Legal Aid South Africa also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP.
- 1.5. Legal Aid South Africa may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.
- 1.6. The issue of this RFP does not imply that Legal Aid South Africa is bound to select a bidder or to appoint the selected bidder, as the case may be, for the RFP herewith, Legal Aid South Africa reserves the right to reject all or any of the proposals without assigning any reasons whatsoever.
- 1.7. The bidder shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, USB and labelling, expenses associated with any demonstrations or presentations which may be required by Legal Aid South Africa or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the bidder and Legal Aid South Africa shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the selection process.

2. BACKGROUND AND INTRODUCTION

- 2.1. Legal Aid South Africa (abbreviated as Legal Aid SA) is a national public entity established by the Legal Aid South Africa Act 39 of 2014. Its aim is to render legal aid or make available legal advice, provide legal representation to persons at State expense, and provide education and information concerning legal rights and obligations, as envisaged in the Constitution of the Republic of South Africa. Legal Aid SA is a high-performance organisation and is certified a Top Employer in South Africa.
- 2.2. Legal Aid SA has 135 offices nationally with an estimated total of 3,000 employees and 95 'super users' or administrators.

- 2.3. Each office currently has an average of two (2) readers installed, with the exception of the National Office in Braamfontein, which has 45 readers. The National Office in Braamfontein is the main centre of operations.
- 2.4. Legal Aid SA is seeking proposals from suitably qualified and reputable service providers for biometric system support and maintenance.

3. OBJECTIVE

- 3.1. The main objective of the biometric system includes but is not limited to:
- a) provide and maintain access-controlled security across all the organisation's facilities or offices with high standards and modern biometric technology.
 - b) to enhance the security by ensuring that the biometric devices are always operational.
 - c) to ensure that the faulty biometric devices are identified and replaced speedily.

4. PROJECT SCOPE

- 4.1 The appointed contractor shall undertake to provide Legal Aid SA with services of a high and acceptable standard, which shall include but are not limited to:
- 4.1.1 Re-licencing of existing Jarrison Time Systems Software for full contract period or propose an alternative or equivalent central access management software that will be compatible with the current readers.
- a) If an alternative central access management software is proposed, the bidder must provide the minimal hardware requirements for the server infrastructure, such as the operating system, database version and additional software, etc. Throughout the duration of the contract, the bidder will be responsible for the installation, configuration and maintenance of the central access management software. In addition, the bidder shall be responsible for the data migration of all employee records from the present access control software to the proposed

alternative solution, including the clocking and active employee fingerprints.

- b) The alternative or equivalent access management software must provide equivalent or advanced functionality as provided by the current Jarrison Time System Software.

4.1.2 Maintenance and support services to Legal Aid SA by fixing or replacing faulty biometric equipment within a 72-hour minimum period from notification by Legal Aid SA.

4.1.3 Removal, supply and installation of biometric devices as per Annexure A.

4.1.4 Provide ad-hoc services of removal and remounting of existing biometric equipment for all Legal Aid SA offices as per Annexure B.

5. DELIVERABLES

5.1 The biometric system should provide but is not limited to:

- a) Provide an annual (recurring) licence of the existing Jarrison Time Software or equivalent software for the duration of contract period (60 months).
- b) Provide maintenance and support of the system for the duration of contract period (60 months).
- c) Periodical updates to latest version of system.
- d) The service provider shall be responsible for the connectivity of the readers from the network switch to the reader. The reader's network point should be assessed and maintained by the appointed service provider.
- e) Testing and Certification: The service provider shall arrange to provide testing and certification of the complete system to be installed.
- f) The service provider shall be responsible for detection of faulty or inaccessible devices
- g) User acceptance test for each office.
- h) Project sign-off certificate.
- i) The service provided must provide a handover document/documentation for the overall setup of the Legal Aid SA biometric system as part of the project signed off.

6. EXISTING BIOMETRIC SOFTWARE FUNCTIONALITY CAPABILITIES

6.1 The current biometric system must be supported and maintained for the duration of the contract with the following minimum functionalities:

6.1.1 Clock-Ins

- a) Each office is able to serve as its own clocking station.
- b) Each entry of the clock-in station operation to be 1:n (1 is to many relationship) identification mode.
- c) Fingerprint identification mode is scalable.
- d) Ability to synchronise the clock-in information via the WAN between the reader devices to the central database.
- e) Clock-in station stores minimum of 8,000 fingerprint records.

6.1.2 Enrollment

- a) The system should allow for the management and enrollment of users, with the following information to be captured when employees are enrolled:
 - i. Employee name.
 - ii. Employee payroll number.
 - iii. Employee Provincial Office.
 - iv. Employee Local Office/Department.
 - v. Ten (10) fingers.
 - vi. Employment Start Date and End Date.
 - vii. Employment status.
 - viii. Keypad mode/or and proximity card mode optional for convenience for physically impaired people.
 - ix. Employee address and contact information.
 - x. Photo of employee.
 - xi. Auto synchronisation function enabling two-way flow of information between offices and National Office (main office) allowing employees to scan at all times.

6.1.3 Reporting

- a) The software is capable of providing Management with a series of reports on real-time and historical reports which can be run at Local Offices, Provincial Offices and National Office, offering the following reports:
 - i. System reports to be able to identify duplicate clock-in/out.
 - ii. System report for employees that share credentials attendance – system to be able to extract real-time attendance log of all employees at any given time.
 - iii. System must be able to produce both summary report and detailed report per Local Office, provincially and nationally when required.
 - iv. Fingerprints storage in an encrypted format and system does not allow reproduction of same.

6.1.4 Human Resources System Interface

- a) Legal Aid SA currently has an automated integration between the current biometric access control software and Human Resources Management System for managing the new onboarded employees as well as terminated employees daily.
- b) The same functionality must still be maintained for the duration of the contract.

6.1.5 Biometric Management Software

- 6.1.5.1 The software shall have fully assignable multi-level password access control and definable passwords for each operator. The software shall provide control over the system as a whole and shall also provide a variety of reports, including investigative reports by date, entry, and card. With the optional Time & Attendance module, it shall be possible to generate attendance management reports with early in, late in, early out, and late out reports that are also required from the software with definable parameters. The software should also be able to locate a cardholder on the premises. Additionally, the software should have the following features and capabilities:
 - a) The software should be compatible with Microsoft Windows Suite.

- b) The software should comprise of combination of pattern minutiae and image technology which is able to extract image from a finger including worn, badly eroded or with poor visible print.
- c) Facial and fingerprint matching algorithm performs 1:n matching identification of up to 3,000 individual fingerprints records in a second or less.
- d) The software should have the ability to register and de-register individuals.
- e) The software should allow for the synchronisation of data to the central database within 24-hour period.
- f) The software should provide the ability to download reader records to cater for emergencies.
- g) The software should have facial and fingerprint recognition provides real time information to Management.
- h) The software should retain and record time and attendance with storage capability of at least one year.

7. SPECIFICATIONS

7.1 Software Licence

- 7.1.1 The contractor will be responsible for ensuring that the Access Control System is fully licenced throughout the contract period by providing:
 - a) Software annual recurring licence for 3,000 employees and 95 user licences for a period of 60 months.
- 7.1.2 Legal Aid SA shall be entitled to any and all updated and upgraded versions of the software covered in the contract that becomes available from the contractor. Such updates and upgrades shall be provided at no cost to Legal Aid SA so long as a valid maintenance and support agreement, or if applicable, software as a service licencing agreement, is in place.

7.2 Maintenance and Support

- 7.2.1 The contractor will be responsible for ensuring that the biometric system hardware and software is fully functional throughout the contract period.
- 7.2.2 Maintenance of biometric system shall include:

- a. Remote support to all Legal Aid SA offices to resolve all software faults.
- b. Response and resolution of biometric equipment within two (2) business/working days for all Legal Aid SA offices and three business/working days for Satellite Offices from reporting of any defective and faulty equipment by Legal Aid SA as per the SLA.
- c. Ensure that all licences are up to date.
- d. Ensure that the biometric system is fully functional, updated and/or patched in accordance with original software manufacturers guideline and the scope of work.
- e. The service provider will be responsible for maintenance of the cable connecting the reader to the network switch. They must ensure that the network point is in a good working condition for the reader to function.
- f. Monitoring of entire system and ensuring device engine is fully operational.

7.3 Once-Off Hardware Replacements

7.3.1 The contractor will be required to replace existing biometric equipment at various Legal Aid SA offices across South Africa as per Annexure A.

7.3.2 The following services are to be provided, including all cabling and miscellaneous material required for installation:

- a. Removal of existing readers, relays, etc.
- b. Supply and installation of biometric dual reader, i.e., facial recognition, fingerprint and card reader.
- c. Supply and installation of minimum of 300kg magnetic lock complete set.
- d. Supply and installation of silver door closer industrial heavy duty.
- e. Supply emergency exit switch box/override capability with break glass (internal manual).
- f. Supply of emergency manual override key brackets for external.
- g. Supply 3.2-amp battery backup power supply 12 V- 220VAC/12VDC, SMPS, low voltage cutout over current protection – feed from dedicated outlets.
- h. Supply 12V AH sealed lead acid battery – maintenance free.

- i. Replace faulty USB enrollment reader-MSO required for PC enrollment.
- j. Commissioning and testing of all biometric devices as per Annexure A.
- k. External devices to be fitted with anti-theft bracket where applicable.

7.4 Ad-Hoc Hardware Installations and Repairs

- a. Removal of existing readers, relays, etc.
- b. Supply and installation of biometric dual readers device, i.e., facial recognition, fingerprint and card reader, etc.
- c. Supply 300kg magnetic lock complete set.
- d. Supply silver door closer industrial heavy duty.
- e. Supply emergency exit switch box/override capability with break glass (internal manual).
- f. Supply of emergency manual override key brackets for external.
- g. Supply 16 x16 mm PVC trunking for cabling.
- h. Supply 3 core power cable with data cables.
- i. Supply 3.2-amp battery backup power supply 12 V- 220VAC/12VDC, SMPS, low voltage cutout over current protection – feed from dedicated outlets.
- j. Supply 12V AH sealed lead acid battery – maintenance free.
- k. Replace faulty USB enrollment reader-MSO, required for PC enrollment.
- l. Commissioning and testing of all biometric devices as per Annexure A.
- m. Readers located outside the buildings must be fitted with anti-theft bracket where applicable.

8. SUPPORTING DOCUMENT CHECKLIST

No.	Document	(V) Tick applicable box				Reference Page
		Yes		No		
1.	Company profile – this must also indicate national geographical footprint, company experience, existing clients and recent projects.					
2.	CV and qualification certificate of Project Leader. The CV must be accompanied by a valid PMP certification or equivalent diploma or degree.					
3.	CV and qualification/certifications of installation technical resources. The CVs must be accompanied by valid and up to date certifications in related fields.					
4.	Project implementation plan: provide an overview of the project management methodology to be used and the phases included in the methodology in line with the delivery of this project methodology provided. Detailed project plan on how these systems will be implemented. A detailed project implementation plan (including but not limited to work breakdown structure (WBS), resource allocation, timelines and critical path) with respect to					

	operational readiness within a three months period must be provided.					
5.	At least 5 reference letters from previous/current clients on the company's letterhead with an authorised signature. Letters must be dated and not older than five (5) years. Any unsigned letter and any letter not on company letterhead will not be considered for evaluation purpose.					
6.	Detailed SLA as per the tender requirement. The SLA must clearly indicate the response and restore time as outlined under "Maintenance and Support" section.					
7.	Proposed solution outlining the architecture and functionality.					
8.	OHSA (Occupational Health and Safety) file. Bidder must have allowed for all costs in compliance.					
9.	Valid letter of good standing from the Compensation Commissioner.					

9. FUNCTIONALITY EVALUATION CRITERIA

- 9.1 Functionality will be scored against the following criteria. Please note that bidder will be disqualified where the minimum score of 80 points is not achieved.

Max Points	Criteria	Points
	Company Experience	
20	A company profile with more than five (5) years of industry experience relevant to the RFP is provided. The profile clearly outlines the company's national geographical footprint, relevant client list, and projects completed.	20
	Company Industry Experience Years	5
	More than five (5) years' industry experience	5
	4 - 5 years' industry experience	4
	2 - 3 years' industry experience	3
	Less than 2 years' industry experience	2
	No industry experience	0
	Company National Geographical Footprint	5
	Offices in all 9 Provinces	5
	Offices in 7 - 8 Provinces	4
	Offices in 5 - 7 Provinces	3
	Offices in 3 - 5 Provinces	2
	Offices in 1 - 2 Provinces	1
	Client list on contracts awarded for similar services in the past 10 years. The client list should contain the following information: i. Name of the Client ii. Contact Number of the Client iii. Contract Start Date iv. Contract End Date v. Contract Amount	5
	More than five (5) clients provided	5
	4 - 5 Clients provided	4
	2 - 3 Clients provided	3
	Less than 2 clients provided	2
	No clients provided	0
	Number of similar projects successfully completed in the past 10 years. The list of projects should include the following information: i. Project Owner ii. Biometric Software Used iii. Biometric Reader Devices Used iv. Number of geographical offices connected v. Total Number of users	5
	More than five (5) projects completed successfully	5

	4 - 5 projects completed successfully	4
	2 - 3 projects completed successfully	3
	Less than 2 projects completed successfully	2
	No projects completed successfully	0
	Written references	
10	The service provider must provide reference letters from contactable references for the provision of similar services which are not more than 10 years from the year 2012 to 2022. Reference Letter must include, but not limited to, the following:	
	Name of Reference	
	Contract Start & End date	
	Contact Person (Full Names)	
	Titles	
	Telephone Numbers	
	Email Address	
	5 or more positive, dated and signed reference letters attached and not older than 10 years.	10
	Between 3 and 4 positive, dated and signed reference letters attached not older than 10 years	6
	Between 1 and 2 positive, dated and signed reference letters attached not older than 10 years	2
	No reference letter attached	0
	Quality of project leader	
10	Certified Project Leader with project management, IT or Engineering certificate, National Diploma or Degree with 5 or more years' experience in similar projects	10
	Certified Project Leader with project management, IT or Engineering certificate, National Diploma or Degree with less than 5 years' experience in similar projects	8
	Project Leader without qualification but with 10 or more years' experience in similar projects	6
	Project Leader without qualification but less than 10 years' experience in similar projects	2
	Project leader CV not attached	0
	Quality of project technical team	
10	More than 5 certified technical resources with more than five (5) years' experience on similar projects	10
	4 - 5 certified technical resources with 4 to 5 years' experience on similar projects	8
	2 - 3 certified technical resources with more than five (5) years' experience on similar projects	6

	Less than 2 certified technical resources with less than five (5) years' experience on similar projects	2
	Technical resources CVs not attached	0
	Project Implementation Plan	
15	The service provider must provide an implementation plan on this project that should be complete not later than 6 months from the contract start date. The plan must be detailed and must include, but not limited to, the following activities and tasks:	
	• Timeframes	
	• Deliverables	
	• Project Initiation Document	
	• Work Break Down Structure	
	• Project Risk Assessment	
	Project management methodology and a well-presented detailed project implementation plan with the above 5 tasks addressed in detail.	15
	Project management methodology and an average project implementation plan with some of the above tasks addressed in detail.	10
	Poor or no project management methodology and sub-standard or no project implementation plan.	0
	Functional requirements	
25	1. Clock-Ins	6
	a) Each office is able to serve as its own clocking station.	1
	b) Each entry of the clock-in station operation to be 1:n (1 is to many relationship) identification mode.	1
	c) Fingerprint identification mode is scalable.	1
	d) Ability to synchronise the clock-in information via the WAN between the reader devices to the central database.	1
	e) Clock-in station stores minimum of 8 000 fingerprint records.	2
	2. Enrollment	6,5
	The system should allow for the management and enrollment of users, with the following information to be captured when employees are enrolled:	
	i. Employee name.	0,5
	ii. Employee payroll number.	0,5
	iii. Employee Provincial Office.	0,5
	iv. Employee Local Office/Department.	0,5
	v. Ten (10) fingers.	0,5
	vi. Employment Start Date and End Date	0,5
	vii. Employment Status	0,5

viii. Keypad mode/or and proximity card mode optional for convenience for physically impaired people.	1
ix. Employee address and contact information.	0,5
x. Photo of employee.	0,5
xi. Auto synchronization function enabling two-way flow of information between offices and National Office (main office) allowing employees to scan at all times.	1
3. Reporting	4,5
The software is capable of providing Management with a series of reports on real-time and historical reports which can be run at Local Offices, Provincial Offices and National Office, offering the following reports:	
i. System reports to be able to identify duplicate clock-in/out.	1
ii. System report for employees that share attendance – system to be able to extract real-time attendance log of all employees at any given time.	0,5
iii. System must be able to produce both summary report and detailed report per Local Office, provincially and nationally when required.	1
iv. Fingerprints storage in an encrypted format and system does not allow reproduction of same.	2
4. Biometric Management Software	8
The software shall have fully assignable multi-level password access control and definable passwords for each operator. The software shall provide control over the system as a whole and shall also provide a variety of reports, including investigative reports by date, entry, and card. With the optional Time & Attendance module, it shall be possible to generate attendance management reports with early in, late in, early out, and late out reports that are also required from the software with definable parameters. The software should also be able to locate a cardholder on the premises. Additionally, the software should have the following features and capabilities:	
a) The software should be compatible with Microsoft Windows Suite.	1
b) The software should comprise of combination of pattern minutiae and image technology which is able to extract image from a finger including worn, badly eroded or with poor visible print.	1
c) Facial and Fingerprint matching algorithm performs 1:n matching identification of up to 3000 individual fingerprints records in a second or less.	1
d) The software should have the ability to register and de-register individuals.	1

	e) The software should allow for the synchronisation of data to the central database within 24-hour period.	1
	f) The software should provide the ability to download reader records to cater for emergencies.	1
	g) The software should have Facial and Fingerprint recognition provides real time information to Management.	1
	h) The software should retain and record time and attendance with storage capability of at least one year.	1
	Service Level Agreement for Support and Maintenance	
10	The service provider must provide a proposed Service Level Agreement. The SLA must be detailed and must include, but not limited to, the following:	
	• Outline Responsibilities of Service Provider	
	• Outline Responsibilities of Legal Aid SA	
	• Service Schedule	
	• Billable work and Rates of services	
	• Operating Hours of the Service Provider	
	• Limitations of service Provider	
	• Penalties Clause	
	SLA complies with the minimum specification	10
	SLA partially complies with the minimum specification	5
	SLA does not comply with minimum requirements	0
TOTAL		100

10. PRICING

- 10.1. A detailed costing that breaks down by line item the procurement, installation, relocation, transportation, maintenance and support.
- 10.2. Once-off cost and recurring monthly fees for a period of five years must be clearly indicated.
- 10.3. Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor.
- 10.4. The number of units (e.g., licences) must be specified if they are limited in any way. Any unit costs (e.g., costs for additional user licences or server or additional desktop support, installation and configuration, migrating existing data from current solution to new, training, support and maintenance) must be explicitly quoted.
- 10.5. Costing must be in South African Rands.
- 10.6. Quotes must be valid for a duration of six months from the closing date of the RFP.
- 10.7. Costing must account for all potential expenses associated with supporting and maintaining the biometric system infrastructure, including but not limited to:
 - a) Once-off supply biometric hardware.
 - b) Removal of existing biometric equipment and Installation of new biometric equipment including all cabling and miscellaneous material required for installation as per Annexure A.
 - c) Annual recurring licence for five (5) years.
 - d) Support and maintenance for five (5) years.
 - e) Ad-Hoc service rates.
 - f) Network repair rates.
 - g) Relocation of devices rates per office.
 - h) Transport/Travel (if applicable).

10.8 Once-off Supply Biometric Hardware

- 10.8.1 The table below contains the once-off supply of biometric hardware required as part of the support and maintenance contract:

Item	Item Description	Unit	Qty	Unit Price	Total Price
1	Supply and installation of biometric dual reader, i.e., facial, fingerprint and card reader.	No.	206		
2	Supply 300kg magnetic lock complete set	No.	103		
3	Supply silver door closer medium duty, 40 -80kg EN 2-4.	No.	103		
4	Supply mounting box.	No.	103		
5	Supply emergency exit switch box/override capability with break glass (internal manual override key brackets external).	No.	103		
7	Supply 3.2-amp battery backup power supply 12 V- 220VAC/12VDC, SMPS, low voltage cutout over current protection – feed from dedicated outlets.	No.	103		
8	Supply 12V AH sealed lead acid battery – maintenance free.	No.	103		
9	Supply enrollment reader-MSO (or equivalent) with verification licence, required for PC enrollment.	No.	71		
SUB-TOTAL INCL. VAT					R

Table 1: Supply of Biometric Equipment

10.9 Removal of existing biometric equipment and Installation of new biometric equipment

10.9.1 The table below contain the list of offices where the existing biometric equipment needs to be removed, and replaced with the new installation of the biometric equipment.

10.9.2 The bidder must ensure that all costs are included as no other costs will be considered after the award.

Item	Office	QTY	Removal of biometric equipment (per site)	Installation of new biometric equipment (per site)
1.	Bulwer SO Biometric System	2	R	R
2.	De Aar SO	2	R	R
3.	East London LO Biometric System	2	R	R
4.	Eerstehoek SO Biometric System	2	R	R
5.	Elliot SO Biometric System	2	R	R
6.	Estcourt SO Biometric System	2	R	R
7.	Grahamstown LO Biometric System	2	R	R
8.	Ingwavuma SO Biometric System	2	R	R
9.	King Williams Town LO Biometric System	2	R	R
10.	Kokstad SO Biometric System	2	R	R
11.	Kroonstad LO Biometric System	2	R	R
12.	Krugersdorp LO Biometric System	2	R	R
13.	Kuruman SO Biometric System	2	R	R
14.	Ladysmith LO Biometric System	2	R	R

Item	Office	QTY	Removal of biometric equipment (per site)	Installation of new biometric equipment (per site)
15.	Lichtenburg LO Biometric System	2	R	R
16.	National Office - 1F Library Biometric System	2	R	R
17.	National Office - 7F East Biometric System	2	R	R
18.	Nigel SO Biometric System	2	R	R
19.	Postmasburg SO Biometric System	2	R	R
20.	Potchefstroom LO Biometric System	2	R	R
21.	Queenstown LO Biometric System	2	R	R
22.	Standerton SO Biometric System	2	R	R
23.	Bulwer SO Biometric System	2	R	R
24.	Fort Beaufort SO Biometric System	2	R	R
25.	Frankfort SO Biometric System	2	R	R
26.	FS/NW Provincial Office Biometric System	2	R	R

Item	Office	QTY	Removal of biometric equipment (per site)	Installation of new biometric equipment (per site)
27.	Ga-Rankuwa LO Biometric System	2	R	R

Table 2: Removal of Old Biometric Equipment and Installation of New Biometric Infrastructure

10.10 Annual Recurring Licence for five (5) years

10.10.1 The table below contains the breakdown of the annual recurring licence for a period of five years, for an estimated number of 3,095 staff members and contractors included.

Item	Item Description	Qty	Unit Price	Total Price
1	Software annual licence (recurring): Year 1	3095	R	R
2	Software annual licence (recurring): Year 2	3095	R	R
3	Software annual licence (recurring): Year 3	3095	R	R
4	Software annual licence (recurring): Year 4	3095	R	R
5	Software annual licence (recurring): Year 5	3095	R	R
	Sub-total incl. VAT			R

Table 3: Software Licencing per annum

10.11 Maintenance and support of all Legal Aid SA offices

10.11.1 The table below contains the breakdown of the annual support and maintenance required across all Legal Aid SA offices nationally.

Item	Item Description	Qty	Monthly Fee	Total Price
1	Maintenance and support	Year 1	R	R
2	Maintenance and support	Year 2	R	R
3	Maintenance and support	Year 3	R	R
4	Maintenance and support	Year 4	R	R

5	Maintenance and support	Year 5	R	R
Sub-total incl. VAT				R

Table 4: Maintenance and support of all Legal Aid SA offices

10.12 Ad-Hoc Service Rates

10.12.1 NB: All replacements, repairs and relocation will be conducted on an ad-hoc basis. Rates quoted below by the bidder will be applicable for a period of contract.

10.12.2 Rates shall not be included in pricing structure above.

Item	Item Description	Unit	Qty	Unit Price
1	Supply and installation of Biometric dual reader, i.e., facial, fingerprint and card reader.	No.	1	
2	Supply 300kg magnetic lock complete set.	No.	1	
3	Supply silver door closer medium duty, 40 - 80kg EN 2-4.	No.	1	
4	Supply mounting box.	No.	1	
5	Supply emergency exit switch box/override capability with break glass (internal manual override key brackets external).	No.	1	
6	No touch exit button mechanism.	No.	1	
7	Supply 3.2-amp battery backup power supply 12 V- 220VAC/12VDC, SMPS, low voltage cutout over current protection – feed from dedicated outlets.	No.	1	
8	Supply 12V AH sealed lead acid battery – maintenance free.	No.	1	
9	Supply enrollment reader-MSO (or equivalent) with verification licence, required for PC enrollment.	No.	1	

Table 5: Ad-hoc service rates

10.13 Network Repair Rates

10.13.1 The table below contains the total cost of conducting network repairs on a Cat6 krone network point and PVC trunking per meter.

	Description	Unit	Qty	Rate
1.	Repair of network Cat6 Krone Network Point	Per/m	1	
2.	16 x16 mm PVC trunking for cabling	Per/m	1	

Table 6: Network Repair Rates

10.14 Relocation of Devices Rates per Office

10.14.1 Legal Aid SA is leasing the majority of its offices across the country. Occasionally, when the office and accommodation leases expire, Legal Aid SA is compelled to relocate to the nearest office. The table below contains the prices required for relocation.

	Description	Unit	Qty	Rate
1.	Removal of biometric devices infrastructure	Lot	1	R
2.	Re-installation of biometric infrastructure	Lot	1	R

Table 7: Relocation of Devices Rates per Office

10.15 Transport/Travel (if applicable)

10.15.1 The table below contains the transportation or travel rate charged.

	Description	Unit	Qty	Rate
1.	Transport/travel	Km/hr	1	R

Table 8: Transport/Travel Rates

10.16 Pricing summary

10.16.1 The grand total of all the above item descriptions should be listed in the table below.

No	Item Description	Total Price
1	Table 1 – Supply of Biometric Equipment	R
2	Table 2 – Removal and Installation of Biometric Infrastructure	R
3	Table 3 – Software annual licence (recurring) Annual (3)	R
4	Table 4 – Maintenance and support 36 months	R
5	Table 5 - Ad-Hoc Service Rates	R
6	Table 6 - Network Repair Rates	R
7	Table 7 - Relocation of Devices Rates per Office	R
8	Table 8 - Transport/Travel (if applicable)	R
Grand Total		R

Table 9: Pricing Summary

11. LOCAL CONTENT REQUIREMENTS

11.1 The following should be considered as per the Supply Chain Management requirements:

11.2 All items in the table below with Local Content percentages must be locally produced or manufactured with the threshold stipulated below.

No	Item Description	Designated Products	Specified Local Content %
1	Cable per meter	Electrical and telecoms cables	90%
2	Magnetic lock including bracket	Steel products	100%
3	Door closer	Steel products	100%
4	Lead acid batteries	Industrial lead acid batteries	50%

Table 10: Local Content Declaration

11.3 If the quantity of materials and/or products required cannot be wholly sourced from South African based manufacturers and/or at the designated local content threshold at any particular time, bidders should obtain written approval from the dtic to supply the remaining portion at a lower local

content threshold. Such requests for approval should be submitted and approval be obtained prior to the closure of the bid(s) concerned. The dtic, in consultation with Legal Aid SA, will grant such approvals on a case-by-case basis and will consider the following:

- 11.3.1 required volumes in the particular bid;
- 11.3.2 available collective South African industry manufacturing capacity at that time;
- 11.3.3 delivery times;
- 11.3.4 availability of input materials and components;
- 11.3.5 technical considerations including operating conditions;
- 11.3.6 materials of construction; and
- 11.3.7 security of supply and emergencies.

5.3 Bidders must clearly indicate in their bids the quantities of material and products to be supplied and the level of local content for each product.

5.4 Requirements for Bid Invitations and Documents are as follows:

The exchange rate to be used for the calculation of local production and content must be the exchange rate published by the South African Reserve Bank (SARB) on the date of the advertisement of the bid. These will be verified for accuracy. Only the South African Bureau of Standards (SABS) approved technical specification number SATS 1286:2011 must be used to calculate local content.

5.5 Local content (LC) expressed as a percentage of the bid price must be calculated in accordance with the following formula which must be disclosed in the bid documentation:

$$LC = (1 - x/y) * 100$$

Where:

x = the imported content in Rand

y = the bid price in Rand excluding value added tax (VAT)

Prices referred to in the determination of x must be converted to Rand (ZAR) by using the exchange rate published by the SARB on the date of advertisement of the bid.

5.6 Bid documentation must clearly stipulate that the SABS approved technical

specification number SATS 1286:2011 and the Guidance on the Calculation of Local Content together with the Local Content Declaration Templates [Annex C (Local Content Declaration: Summary Schedule), D (Imported Content Declaration: Supporting Schedule to Annex C) and E (Local Content Declaration: Supporting Schedule to Annex C)] are accessible to all potential bidders on the dtic's official website: <http://www.thedtic.gov.za/sectors-and-services-2/industrial-development/industrial-procurement/> at no cost.

5.7 For the purpose of the above-mentioned paragraphs the Declaration Certificates for Local Production and Content (SBD 6.2), together with Annexure C (Local Content Declaration: Summary Schedule) must be completed, duly signed and form part of the bid documentation.

5.8 Legal Aid SA must ensure that reasonable or market related prices are secured for all products under the designated sectors being procured, considering factors such as benchmark prices, value for money and economies of scale. The dtic may be approached for assistance in this regard.

12. TECHNICAL PROPOSAL ORGANISATION GUIDELINES

12.1. Table 11: Technical Proposal Organisational Guidelines contains the organisation guidelines for proposal responses.

Proposal Tab No.	Technical Proposal Section
Tab 1	Company Introduction and Relevant Experience
Tab 2	Software Solution
Tab 3	Project Implementation Methodology
Tab 4	Key Personnel Resumes, Qualifications/Certificates and Team Organisation
Tab 5	Project Schedule
Tab 6	Service Level Agreement for Support and Maintenance
Tab 7	Price Schedule
Tab 8	References
Tab 9	Sample Contracts, Warranty and Escrow

Supplements	Any proposer-submitted materials or documentation not specifically requested through this RFP may be included as Supplements to the proposal in a separately marked “Supplements” tab of the proposal
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Table 11: Technical Proposal Organisational Guidelines

13. RIGHTS TO SUBMITTED MATERIAL

13.1 It shall be understood that all proposals, responses, inquiries or correspondence relating to or in reference to this RFP, and all reports, charts and proposals referencing information submitted in response to this RFP, shall become the property of Legal Aid SA and will not be returned. Legal Aid SA will use discretion with regard to disclosure of proprietary information contained in any response but cannot guarantee information will not be made public. As a Government entity, Legal Aid SA is subject to making records available for disclosure.

14. CONFIDENTIAL INFORMATION

- 14.1 Any written, printed, graphic, electronic or magnetically recorded information furnished by Legal Aid SA for the respondent's use is the sole property of Legal Aid SA. This proprietary information includes, but is not limited to, customer requirements, customer lists, marketing information and information concerning Legal Aid SA employees, products, services, prices, operations, security measures and subsidiaries.
- 14.2 The respondent and its employees shall keep this confidential information in the strictest confidence and will not disclose it by any means to any person except with Legal Aid SA's approval, and then only to the extent necessary to perform the work under the contract. These confidentiality obligations also apply to the respondent's employees, agents and subcontractors, and the respondent shall be liable for a breach of the confidentiality obligations by any such party. On termination of the contract, the respondent, its employees, agents and subcontractors will promptly return any confidential information in its possession to Legal Aid SA.

15. PAYMENTS

- 15.1. No payment will be made by Legal Aid SA before a service has been fully rendered and signed off by Legal Aid SA;
- 15.2. Payment will be made within 30 days of receipt of the original or certified invoice from the supplier, provided that the Legal Aid SA is satisfied with the quality and standard of the supplier's performance.

16. BID CONDITIONS

- 16.1. The following documents must be completed and returned together with the quotation:
 - a) SBD 1
 - b) SBD 3.1
 - c) SBD 4
 - d) SBD 8
 - e) SBD 9
- 16.2. The bidder must provide proof of registration on National Treasury's Central Supplier Database (CSD) which should reflect that the bidder is an active supplier, is tax compliant and is not a restricted supplier.
- 16.3. Bidders are required to provide a valid B-BBEE status level verification certificate or a sworn affidavit where preference points are claimed;
- 16.4. The proposals must be valid for a minimum period of 60 days from the date of issuing and must include VAT where applicable;
- 16.5. The full costs must be disclosed and no variances will be entertained; and
- 16.6. The closing date of submission is **Monday, 30 January 2023 at 11h00. Submissions received after the closing date and time will not be considered.**
- 16.7. The bidders are required to submit one printed copy of the entire proposal and pricing as a separate file, accompanied by the exact same electronic copy of the entire submission and the pricing on a USB flash drive.
- 16.8. USB flash drive must include a protective cover and be labeled with Proposer's name and RFP number.

- 16.9. Both printed submission and USB must be placed in the tender box on or before the closing date and time at the following delivery address:

Legal Aid House
29 De Beer Street
Braamfontein
Johannesburg
2017

- 16.10. All the questions or queries relating to the specifications should be forwarded in writing to leballom@legal-aid.co.za by no later than 14:00pm on 25 January 2023. The questions or queries should reference a specific paragraph from the RFP.
- 16.11. An email with responses of all questions or enquiries will be emailed to all bidders who forwarded the questions or queries on 7 January 2023. No questions received after 14:00 on 25 January 2023 will be responded to.
- 16.12. If a bidder discovers an ambiguity, conflict, discrepancy, omission or other error in this RFP, notice should be provided with the tender number and reference to the RFP to the contact person stated on section 16.15. Legal Aid SA is not responsible for, and has no liability for or obligation to correct any errors or omission in this RFP.
- 16.13. Legal Aid SA will sign the service level agreement (SLA) with the successful bidder prior to commencement of any work, which will form the contractual basis for the delivery of the services and provide a mechanism to measure the quality of the services. The service level agreement will include the Legal Aid SA's Special Conditions of Contract.
- 16.14. The successful bidder shall not increase its prices for the duration of the Service Provider Agreement. Any increase in the Service Provider's costs of production or in any other aspect may not be passed on to Legal Aid SA by way of an increase in the awarded price or a change in the goods and/or services to be provided.
- 16.15. All enquiries must be directed to:

Leballo Monethi

Tel: 011 877 2000

Email address: LeballoM@legal-aid.co.za

16.16. The mandatory briefing will take place on 11 January 2023 at 11:00 am on the MS Teams virtual platform, accessible via the link <https://tinyurl.com/p5yuyzfv>

16.17 Legal Aid SA, like any other business, relies greatly on suppliers for most services, therefore, the interaction with suppliers/contractors/consultants can have a substantial impact on a Legal Aid SA operation. Legal Aid SA can be negatively impacted by a supplier who does not have a good reputation or has been implicated in unethical activities, by association. To mitigate this reputational risk, Legal Aid SA will investigate any negative and positive news on the particular supplier/contractor/consultant before doing any business and make an informed decision about association.

LEGAL AID SOUTH AFRICA RESERVES THE RIGHT NOT TO MAKE ANY APPOINTMENT AND SHALL NOT ENTERTAIN ANY CLAIM FOR COSTS THAT MAY HAVE BEEN INCURRED IN THE PREPARATION AND THE SUBMISSION OF THE QUOTATIONS.

END OF THE REQUEST FOR PROPOSAL DOCUMENT

17. ANNEXURES

16.1 Annexure A: List of devices

No.	Office	Existing Devices	Qty of Doors	Proposed Devices – Installation
1.	Bulwer SO Biometric System	2	1	2
2.	De Aar SO	2	1	2
3.	East London LO Biometric System	2	1	2
4.	Eerstehoek SO Biometric System	2	1	2
5.	Elliot SO Biometric System	2	1	2
6.	Estcourt SO Biometric System	2	1	2
7.	Grahamstown LO Biometric System	2	1	2
8.	Ingwavuma SO Biometric System	2	1	2
9.	King Williams Town LO Biometric System	2	1	2
10.	Kokstad SO Biometric System	2	1	2
11.	Kroonstad LO Biometric System	2	1	2
12.	Krugersdorp LO Biometric System	2	1	2
13.	Kuruman SO Biometric System	2	1	2

14.	Ladysmith LO Biometric System	2	1	2
15.	Lichtenburg LO Biometric System	2	1	2
16.	National Office - 1F Library Biometric System	2	1	2
17.	National Office - 7F East IN Biometric System	2	1	2
18.	Nigel SO Biometric System	2	1	2
19.	Postmasburg SO Biometric System	2	1	2
20.	Potchefstroom LO Biometric System	2	1	2
21.	Queenstown LO Biometric System	2	1	2
22.	Standerton SO Biometric System	2	1	2
23.	Stanger SO Biometric System	2	1	2
24.	Umzinto SO Biometric System	2	1	2
25.	Vryheid LO Biometric System	2	1	2
26.	Welkom LO Biometric System	2	1	2
27.	Worcester LO Biometric System	2	1	2

16.2 Annexure B: List of Legal Aid SA Offices

No.	Office	Existing Devices	Qty of Doors
1.	National Office	45	23
2.	Alexandra LO	2	1
3.	Aliwal North LO	2	1
4.	Athlone LO	2	1
5.	Atlantis SO	2	1
6.	Beaufort West SO	2	1
7.	Bellville LO	2	1
8.	Benoni LO	2	1
9.	Bethlehem LO	2	1
10.	Bizana SO	2	1
11.	Bloemfontein LO	2	1
12.	Bochum SO	2	1
13.	Botshabelo LO	2	1
14.	Bulwer SO	2	1
15.	Bushbuckridge SO	2	1
16.	Butterworth LO	2	1
17.	Caledon LO	2	1
18.	Calvinia SO	2	1
19.	Cape Town LO	2	1
20.	Carletonville SO	2	1
21.	Colesberg LO	2	1
22.	Cradock SO	2	1
23.	De Aar SO	2	1
24.	Delareyville SO	2	1
25.	Dundee SO	2	1
26.	Durban LO	2	1
27.	East London LO	2	1
28.	EC Provincial Office	2	1

No.	Office	Existing Devices	Qty of Doors
29.	Eerstehoek SO	2	1
30.	Elliot SO	2	1
31.	Empangeni LO	2	1
32.	Ermelo LO	2	1
33.	Estcourt SO	2	1
34.	Ficksburg SO	2	1
35.	Fort Beaufort SO	2	1
36.	Frankfort SP	2	1
37.	FS/NW Provincial Office	2	1
38.	Ga-Rankuwa LO	2	1
39.	George LO	2	1
40.	Germiston LO	2	1
41.	Giyani LO	2	1
42.	GP Provincial Office	2	1
43.	Graaff-Reinet LO	2	1
44.	Grahamstown LO	2	1
45.	Greytown SO	2	1
46.	Groblersdal SO	2	1
47.	Hartswater SO	2	1
48.	Heidelberg SO	2	1
49.	Humansdorp SO	2	1
50.	Ingwavuma SO	2	1
51.	Ixopo SO	2	1
52.	Johannesburg LO	2	1
53.	Kimberley LO	2	1
54.	King Williams Town LO	2	1
55.	Kirkwood SO	2	1
56.	Klerksdorp LO	2	1
57.	Kokstad SO	2	1

No.	Office	Existing Devices	Qty of Doors
58.	Kroonstad LO	2	1
59.	Krugersdorp LO	2	1
60.	Kuruman SO	2	1
61.	KwaMhlanga SO	2	1
62.	KZN Provincial Office	2	1
63.	Ladybrand SO	2	1
64.	Ladysmith LO	2	1
65.	Lebowakgomo SO	2	1
66.	Lephalale SO	2	1
67.	Lichtenburg LO	2	1
68.	L/MP Provincial Office	2	1
69.	Lusikisiki SO	2	1
70.	Lydenburg SO	2	1
71.	Mafikeng LO	2	1
72.	Makhado LO	2	1
73.	Malmesbury LO	2	1
74.	Middelburg LO	2	1
75.	Mitchells Plain SO	2	1
76.	Mkuze SO	2	1
77.	Modimolle LO	2	1
78.	Mokopane SO	2	1
79.	Mount Frere SO	2	1
80.	Mthatha LO	2	1
81.	Musina SO	2	1
82.	Nelspruit LO	2	1
83.	Newcastle LO	2	1
84.	Nigel SO	2	1
85.	Oudtshoorn SO	2	1
86.	Phalaborwa SO	2	1
87.	Phuthaditjhaba LO	2	1

No.	Office	Existing Devices	Qty of Doors
88.	Piet Retief SO	2	1
89.	Pietermaritzburg LO	2	1
90.	Pinetown LO	2	1
91.	Polokwane LO	2	1
92.	Port Elizabeth LO	2	1
93.	Port Shepstone LO	2	1
94.	Postmasburg SO	2	1
95.	Potchefstroom LO	2	1
96.	Pretoria LO	2	1
97.	Prieska SO	2	1
98.	Queenstown LO	2	1
99.	Riversdale SO	2	1
100.	Rustenburg LO	2	1
101.	Secunda SO	2	1
102.	Siyabuswa SO	2	1
103.	Somerset East SO	2	1
104.	Soshanguve LO	2	1
105.	Soweto LO	2	1
106.	Springbok SO	2	1
107.	Standerton SO	2	1
108.	Stanger SO	2	1
109.	Stellenbosch LO	2	1
110.	Sterkspruit SO	2	1
111.	Stutterheim SO	2	1
112.	Swellendam SO	2	1
113.	Tembisa LO	2	1
114.	Thohoyandou LO	2	1
115.	Tonga SO	2	1
116.	Tzaneen LO	2	1
117.	Uitenhage LO	2	1

No.	Office	Existing Devices	Qty of Doors
118.	Ulundi SO	2	1
119.	Umlazi LO	2	1
120.	Umzinto SO	2	1
121.	Uppington LO	2	1
122.	Vereeniging LO	2	1
123.	Verulam LO	2	1
124.	Victoria West SO	2	1
125.	Vrede SO	2	1
126.	Vredenburg SO	2	1
127.	Vredendal LO	2	1
128.	Vryburg LO	2	1
129.	Vryheid LO	2	1
130.	NC/WC Provincial Office	2	1
131.	Welkom LO	2	1
132.	Westonaria SO	2	1
133.	Witbank LO	2	1
134.	Wolmaransstad SO	2	1
135.	Worcester LO	2	1
	Total devices	313	157