



KWAZULU-NATAL PROVINCE
ECONOMIC DEVELOPMENT, TOURISM
AND ENVIRONMENTAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

PROCUREMENT & ADMINISTRATION
SUBMISSION TO DEVIATE FROM NORMAL
PROCUREMENT PROCESSES:
SINGLE SOURCE SUPPLIER

Page: 1 of 8

Private Bag X9152, PIETERMARITZBURG, 3200
270 Jabu Ndlovu Street, PIETERMARITZBURG, 3200
Tel: 033 264 xxxx
Email: xxxxxx

Supply Chain Manager

SUBMISSION TO DEVIATE FROM NORMAL
PROCUREMENT PROCESS: SINGLE SOURCE
SUPPLIER

TO	Acting Head of Department: Dr. T. Ellenson
FROM	Senior Admin Officer: Ms. DN Gumede
CC	Chief Director: Mr .C. Hamadziripi
SUBJECT	Request to deviate from the normal SCM process and appoint Ebsco International Inc. as single source supplier for procurement of Resource Centre Digital/online/e-Books.
CONTRACT DURATION	36 Months
SUBMITTED BY	Ms Duduzile Gumede
DATE	16/05/2024

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SOLE SUPPLIER



1. PURPOSE

To request approval from the Acting Head of the Department, Dr. Ellenson to deviate from normal Supply Chain Management processes in line with Treasury Regulation 16A 6.4 and SCM Instruction Note 3 of 2021/2022—Enhancing compliance, transparency, and accountability in supply chain management—to appoint Ebsco International Inc. as a single source service provider for an estimated amount of R100 000.00 annually for the Resource Centre digital/online e-Books procurement for 24/25, 25/26 and 26/27 financial years. The estimated budget for the next three years will therefore be R300 000.00 in total.

2. BACKGROUND

The Resource Centre operates under the Statistical Database and Knowledge Management directorate, tasked with facilitating access to a wide array of knowledge and information resources, including books. Historically, the Resource Centre has acquired hard-copy books, housed within its premises at the Head Office, and made available for loan to EDTEA staff members. These acquisitions occur every quarter, ensuring a consistent influx of new materials throughout the year.

To effectively cater to the needs of EDTEA personnel, the Resource Centre conducts user information needs assessments in preparation for each quarter. Suggestions are systematically compiled into a list for procurement. Subsequently, a requisition is formulated and forwarded to the Supply Chain Management (SCM) department for processing.

Regrettably, delays in SCM processing are not uncommon, often resulting in delays ranging from six months to over a year before the requested books are fulfilled, and in some instances, not fulfilled at all. Several factors contribute to these delays, including but not limited to:

- Suppliers not responding to RQF sent to them.

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- When suppliers respond, they often submit incomplete quotations. These service providers are then issued purchase orders to deliver incomplete orders to avoid non-delivery.
- A suitable service provider to fulfill the complete list of books ordered cannot be found.
- An Incompetent service provider is appointed and cannot deliver the books they quoted for.
- When a service provider is appointed, the delivery takes an unjustifiably long time. This is unfair to the end-users who have to wait for more than six months to more than a year to receive the books they requested.
- As of April 25, 2024, a service provider for a request submitted on June 9, 2023, has not been appointed. According to an e-mail communication from an SCM official, supplier invitations were sent three times(a copy e-mail is attached). The first invitation was issued on October 31st, 2023, and concluded on November 3rd. Only one service provider responded, and when the market analysis was completed, seven books were not quoted, and the pricing for the 11 books that were offered was overpriced. Additionally, the service provider did not provide clarification about how the remaining seven books were to be purchased. The process was canceled and restarted. All attempts were made via e-tender; however, the prices were too high which led to cancellation once again.

Late deliveries and incomplete deliveries affect the knowledge management budget and lead to underspending. The above negatively affects the Resource Centers' ability to provide relevant knowledge and information resources at the right time, as some of the required books are never delivered.

To solve this problem mentioned above the Statistical Database and Knowledge Management Directorate has decided to procure digital/online/e-Books which will now be sourced from one service provider who has proven to be reliable with digital books Ebsco International Inc. Opting for digital/online books will not only improve procurement problems but also a shortage of storage problems but also book loss and hoarding of books which is usually the case with hard-copy books. Additionally, the Resource Centre



will reach a broader market, including district offices previously excluded from accessing hard-copy books. Ebsco International Inc. is a reputable and reliable service provider for e-books and provides materials from a variety of publishers both local and international. The following process will be followed when acquiring books from Ebsco.

- Requisition will be drafted together with a quotation and SBD 4 form and sent to SCM for processing.
- A purchase order will be issued and sent to Ebsco who will then provide electronic access to the books required together with the invoice for payment.

3. LINKAGES TO STRATEGIC GOALS AND OBJECTIVES

The Resource Centre function is under the Statistical Databases and Knowledge Management Directorate which is linked to the strategic objective develop the "knowledge base to enhance the knowledge economy"

4. REASON FOR DEVIATION (FURNISH REASON FOR DEVIATION)

TYPE OF DEVIATION	REASONS FOR DEVIATION
SINGLE SOURCE SUPPLIER	• To appoint a supplier that will better fulfill all Resource Centre e-book requirements. There are other vendors where you can get eBooks like Juta and Van Schaik. They have the specific types of books. Juta focuses on legal books, while Van Schaik focus only on their published titles. This will be a hurdle to the Resource Centre as we require a service provider with a variety of subjects, locations, and publishers. Ebsco International Inc. is recommended because it has a lot more content. They have over 2.5 million eBooks from different publishers all over the world, covering many different subjects. This gives users access to a wide range of materials from both local and international publishers.



- With Ebsco, you also have the option to buy books permanently. Once you buy a book, it's yours forever. This is called the Perpetual Purchase Option. You can use this option to slowly build up your own collection at your own pace. There's no limit to how many books you can buy, whether it's just one or thousands.
- Compared to other vendors, Ebsco has something called EBSCOhost Collection Manager. This is where you can look for books, get quotes, and make purchases. And the best part is, you'll access eBooks through the EBSCOhost platform, which is already available with purchase, and there are no extra fees. The platform is easy to use and makes it simple to find and read eBooks quickly.
- Ebsco also offers good technical support to help with any problems you might have accessing eBooks. This means you won't have to worry about disruptions to your research or learning.
- As a small Information Centre, by getting all your eBooks from Ebsco, you might save money because of discounts for buying in bulk or having a simpler buying process. Also, sticking with one trusted provider like Ebsco means you'll have consistency in the platform, user experience, and the quality of the books. This makes it easier for your Resource Centre to keep things running smoothly.

5. LEGAL FRAMEWORK

SCM INSTRUCTION NOTE 3 OF 2021/2022 ENHANCING COMPLIANCE, TRANSPARENCY, AND ACCOUNTABILITY IN SUPPLY CHAIN MANAGEMENT

Deviation from Normal Bidding Processes

If in a specific case it is impractical to invite competitive bids, the AO/AA may procure the required goods and services by other means, provided that the reasons for deviating from competitive bids must be recorded and approved by the AO/AA.

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Other means include

(a) Limited bidding

(b) Written price quotations within the threshold determined by National Treasury Instructions; and

(c) Procurement that occurs in emergencies and urgent cases

Treasury Regulation 16A 6.4

6. "If in a specific case, it is impractical to invite competitive bids, the Accounting Officer or Accounting Authority may procure the required goods or services by other means, provided that the reasons for deviating from inviting competitive bids must be recorded and approved by the Accounting Officer or Accounting Authority."

SERVICE PROVIDER DETAIL

- a. Name: EBSCO International Inc.
- b. CSD number: MAAA0050572
- c. BBBEE Status of the Supplier: refer to the attached.
- d. Tax Status: refer to the attached.
- e. Vat Registration No: 4350265650
- g. Tender Default Register: No

7. VALUE FOR MONEY/ MARKET ANALYSIS

Books are sourced from reliable sources, thus avoiding delays and overinflated prices. Our end users will readily receive the requested books as soon as possible. Eventually, this will mean an overall service delivery improvement for the Resource Centre giving EDTEA value for money on books purchased.

8. FINANCIAL IMPLICATIONS

This project is funded and budgeted for by the Knowledge Management and Statistical Database Directorate for the 2024/25 financial year. The estimated budget allocated is R100,000.



9. COMPULSORY OVER TO BE ATTACHED TO THIS SUBMISSION:

Annexure A – Specifications

Annexure B – Quotations from the service provider.

Annexure C - Other Supporting evidence/If the service provider is a sole service provider, A letter of a sole service provider must be attached/ if the supplier provides a patented product the patent number must be supplied and confirmed by SCM.

Annexure D – SBD4 – Bidders disclosure Form

10. RECOMMENDATIONS

It is recommended that approval be granted from the Head of the Department to deviate from normal Supply Chain Management processes in line with Treasury Regulation 16A 6.4 and SCM Instruction Note 3 2021/2022- Enhancing compliance, transparency, and accountability in supply chain management to appoint Ebsco International Inc. as a single source service provider for an estimated amount of R100 000.00 annually for the Resource Centre digital/online e-Books procurement for 24/25,25/26 and 26/27 financial years. The estimated budget for the next three years will therefore be R300 000.00 in total.

11. ADMINISTRATION AND PROCESS SIGN OFF

NAME	ROLE	SIGNATURE	DATE
Project Leader Ms. Duduzile Gumede	Resource Centre Coordinator		16/05/2024
Deputy Director Ms Mbali Lunga	Supervisor		16/05/2024
Chief Director Mr Cosmas Hamadziripi			20/05/2024
Director SCM Ms D Raichund			20/05/24
Chief Financial Officer Mr K Mthethwa	CFO	 Signed by: Khayelile Njabulo Mthethwa Signed at: 2024-05-23 20:33:38 +02:00 Reason: I approve this document	23/05/24

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12. APPROVAL BY THE HEAD OF THE DEPARTMENT

It is recommended that approval be granted from the Head of Department to deviate from normal Supply Chain Management processes in line with Treasury Regulation 16A 6.4 and SCM Instruction Note 3 of 2016/2017- Prevention and Combating Fraud in SCM systems to appoint Ebsco International Inc. as a single source service provider for an estimated amount of R100 000.00 annually for the Resource Centre digital/online e-Books procurement for 24/25,25/26 and 26/27 financial years. The estimated budget for the next three years will therefore be R300 000.00 in total.

NAME	ROLE	SIGNATURE	DATE
DR T. Ellenson	Acting Head of Department	Signed by:THANDEKA PRECIOUS ELL Signed at:2024-05-25 08:19:18 +02:00 Reason:I approve this document TPEll	25/05/24

Comments



EBSCO International Inc, Incorporated in the USA, 5724 Highway 280 East/Birmingham, AL 35242-6818
Tel: (011) 380-1800, Fax: (011) 678-4464.

QUOTATION

Bill To
KZN DEPT OF ECONOMIC DEVELOPMENT, TOURISM AND ENVIRONMENTAL AFFAIRS
270 JABU NDLOVU STREET
PIETERMARITZBURG
3200

Ship To
KZN DEPT OF ECONOMIC DEVELOPMENT, TOURISM AND ENVIRONMENTAL AFFAIRS
270 JABU NDLOVU STREET
PIETERMARITZBURG
3200

VAT No 461017774

P/O Number	Account No	Quote No	Date	Payment Terms
		EB50024	06/14/2024	
Title Code	Item Description	User Model	Quantity	Amount
9783642313363	Landslide Science and Practice	1B1U	1	R 3 180,00
9781138791091	An Urban Politics of Climate Change	1B1U	1	R 4 000,00
9781684031108	Anxiety Happens	1B1U	1	R 227,00
9781776140541	Climate Crisis, The	1B1U	1	R 2 800,00
9780300206111	Biodiversity and Climate Change	1B1U	1	R 1 120,00
9781799801986	Sustainable Waste Management Challenges in Developing Countries	1B1U	1	R 4 500,00
9781485132103	Research Matters 2e	1B1U	1	R 511,20
9781529723960	The Sage Handbook of Mixed Methods Research Design	1B1U	1	R 7 400,00
Sub Total				R 23 738,20
VAT @ 15%				R 3 560,73
Invoice Total				R 27 298,93