

29 De Beer Street, Braamfontein
Johannesburg, 2017, South Africa
Private Bag X76, Braamfontein,
2017

Tel: +27 11 877 2000

Fax: +27 11 877 2222

www.legal-aid.co.za



Legal Aid
South Africa

Your voice. For justice.

Independent and within reach.

NOTICE TO SERVICE PROVIDERS

REQUEST FOR INFORMATION (RFI): 02/2022 ELECTRONIC BOARD AND COMMITTEE MEETING MANAGEMENT SOFTWARE

Date of Issue	Friday, 19 th August 2022
Closing Date:	Friday, 16 th September 2022 at 11h00
Contact Person:	Leballo Monethi
Contact Email:	LeballoM@legal-aid.co.za

Table of Contents

1.	INTRODUCTION.....	3
2.	BACKGROUND.....	3
3.	PURPOSE	4
4.	PROJECT GOALS.....	4
5.	SCOPE OF WORK	5
5.3.	Board Members Functionality.....	6
5.4.	Non Functional Requirements	6
5.5.	Training Requirements.....	7
5.6.	Maintenance and Support Requirements.....	7
6.	COSTING	7
7.	RFI SUBMISSION INFORMATION	8

1. INTRODUCTION

1.1. 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 people 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-performing organisation and is certified as a Top Employer in South Africa.

2. BACKGROUND

2.1. Legal Aid SA embrace a coordinated approach to governance, underpinned by the principles of openness, integrity and accountability and an inclusive approach that recognises the importance of all stakeholders with respect to the viability and sustainability of Legal Aid SA. Legal Aid SA maintained full compliance with the Legal Aid SA Act and the King IV Principles and other related Codes. The board is comprising of ten (10) non-executive board members, four (4) executive directors supported by three (3) board secretariat staff members. The Legal Aid SA board conducts full board meeting and several committee level meetings at least quarterly.

2.2. Currently the organisation makes use of the internally developed electronic board portal, administered by internal staff members to diarises all the board meetings with all the board packs and supplementary documents and send the email notifications to all active board members whenever the new board pack documents has been updated.

3. PURPOSE

- 3.1. Bidders are invited to propose their recommended solution and provide indicative pricing for budgetary purposes. This RFI is neither a tender, an RFP, nor an RFQ.
- 3.2. This RFI is for planning purposes only and should not be construed as a solicitation, nor should it be construed as an obligation on the part of Legal Aid SA to make any purchases. This RFI should not be construed as a means to pre-qualify vendors. Legal Aid SA may utilise the results of this RFI in drafting a competitive tender specification for the subject services/products/equipment. Any future RFP that may be issued will comply with Legal Aid SA's procurement processes and PFMA.
- 3.3. The purpose of this request is to gather information and acquire a clear understanding of what the market has to offer regarding technical specifications for the implementation of an electronic board and committee meeting management software.

4. PROJECT GOALS

- 4.1. Legal Aid South Africa's primary objective with this project is to implement a secure and reliable electronic board and committee meeting management software that will facilitate discussion, the sharing of confidential documents, and collaboration among board members and their respective board committees. Goals include:
 - 4.1.1 Enabling board secretariat staff members to create, manage and distribute board packs easily, safe and across different devices and platforms
 - 4.1.2 Increasing the productivity and efficiency of the board members by enabling authorised board members to securely access their meeting schedules, board packs and supplementary packs anywhere, at any time
 - 4.1.3 Facilitating the collaboration between board members and Executives participating from any location.
 - 4.1.4 Providing the comprehensive audit trail of all activities performed on the platform by board secretariat, executive and board members.

4.1.5 Providing improved security for the sensitive data in the board pack and comply fully with the privacy regulations such as POPI act, GDPR, etc.

5. SCOPE OF WORK

5.1. The scope of work will encompass supply, installation solution, and subsequent maintenance and support for the period of 5 years. Legal Aid South Africa plans to acquire the following solution, and the scope of work will include but not be limited to the following:

5.2. The proposed software should provide a user-friendly experience for the administration staff. Additionally, the proposed software must have the ability to:

- 5.2.1 Enable the board secretariat to schedule, reschedule or cancel any number of board meetings and compile agenda
- 5.2.2 Upload upto 100MB per documents size board pack of various document file types (i.e. pdf, word, excel, etc) with minimum effort
- 5.2.3 Seamless editing, printing, searching, emailing or sharing of board packs
- 5.2.4 Synchronize calendar with various calendar applications such as Microsoft Outlook and Google Calendar.
- 5.2.5 Manage the user permissions and access to board packs, supplementary documents and other documents
- 5.2.6 Provide security features by allowing Administrators to restrict access to board packs by individual users and only letting board members read the final versions
- 5.2.7 Enable specific users or groups of user access to survey tools for polling board members.
- 5.2.8 Ability to easily send out alerts or notification about new materials, events or updates
- 5.2.9 Ability to manage tasks by providing to-do list and due dates and assignments based on group of members

5.3. Board Members Functionality

5.3.1. The proposed software should provide the board members a secured platform to collaborate and access up-to-date released information with as few manual steps as possible. Additionally, the proposed software must have the ability to:

- a) Securely access the meeting schedules, board packs and supplementary documents by board members;
- b) Provides members with collaboration tools as virtual meetings, voting, informal straw polls, etc;
- c) The solution should have the ability to allow meeting participants to vote anonymously, capture voting results and produce voting result reports.
- d) Write notes or comments and annotate meeting documents by board members;
- e) Approve documents using e-signature;
- f) Synchronise the calendar with other calendar management tool such as Outlook or Google calendar, to enable board members to easily see their meeting schedule RSVP for board and committee meetings;
- g) Ability for the board, committee members and administrators to work online and the ability to work offline when connectivity is lost with the ability to synchronize the information once connectivity to the network is established;
- h) Ability for the board members to access the solution from Microsoft, Android or Apple mobile platforms.

5.4. Non Functional Requirements

5.4.1. The proposed software should provide the following non functional requirements:

- a) Ensure that all data is encrypted at all times
- b) Solution should support role based access and permissions management
- c) Solution should support multi-factor authentication

- d) Solution should allow multiple concurrent users accessing same document
- e) The solution should be compliant to privacy regulations including but not limited to POPI, GDP, and other applicable legislations.
- f) The solution should be fully auditable with an ability to create and provide audit trails for all the actions performed on the system , with date and time stamp, changes, and the user making the change.

5.5. Training Requirements

5.5.1 Administrators user training and system manuals

5.5.2 User training and user manuals

5.5.3 On-going training for new board members and administrators

5.6. Maintenance and Support Requirements

5.6.1. The prospective bidder shall maintenance and support not limited to the following:

- a) Provide a single point of contact and escalation procedures for Legal Aid SA to address service requests and issues.
- b) Provide a Help Desk on a 24x7 days basis.
- c) Solution must remain free of known security vulnerabilities and malware.
- d) Provide all necessary administrative, physical, and technical controls (including encryption of Legal Aid SA data at rest) to ensure that only service providers staff has access to Legal Aid SA data on a need-to-know basis and only in the course of providing services to Legal Aid SA.

6. COSTING

6.1. A detailed costing that breaks down by line item the procurement, implementation, maintenance and support.

6.2. Once-off cost and recurring monthly fees for a period five years must be clearly indicated

- 6.3. Costing must be indicated clearly and unambiguously. All costs submitted should be VAT inclusive, if you are a VAT vendor. Bidders may include VAT if the anticipated revenue exceeds one million, however they must register prior to selection.
- 6.4. The number of units (e.g. hosting licenses) must be specified if they are limited in any way. Any unit costs (e.g. costs for additional user licenses 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.
- 6.5. Costing must be in South African Rands.

7. RFI SUBMISSION INFORMATION

- 7.1. RFI responses should be submitted to the below address at the tender box situated at the reception clearly marked:

LEGAL AID HOUSE
29 De Beer Street
Braamfontein
Johanneburg
2017

- 7.2. Submissions received after the deadline will be marked as late and not accepted.
- 7.3. A copy of the RFI responses must be submitted electronically using a USB (no CDs or DVDs are permitted).

END OF THE REQUEST FOR INFORMATION DOCUMENT